

# **OCCUPATIONAL OUTLOOK 2000—2001**





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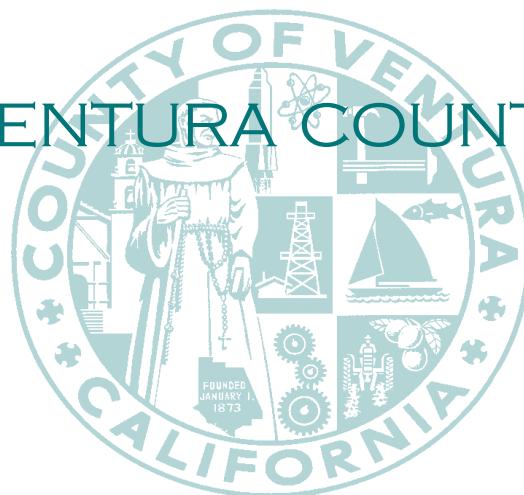
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# VENTURA COUNTY



## *Occupational Outlook* *2000—2001*

*Administered and Published by*  
**County of Ventura, Human Services Agency  
Workforce Investment Administration**

*Sponsored by*  
**Ventura County Board of Supervisors  
Ventura County Workforce Investment Board**  
[www.wib.ventura.org](http://www.wib.ventura.org)

*In cooperation with*  
**State of California, Employment Development Department**  
[www.calmis.cahwnet.gov](http://www.calmis.cahwnet.gov)

**California Occupational Information Coordinating Committee**  
[www.soicc.ca.gov](http://www.soicc.ca.gov)

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Occupational Information System

# Workforce Investment Board

The *Occupational Outlook 2000–2001* is sponsored by the Workforce Investment Board (WIB) of Ventura County. The WIB is appointed through the authority of the Ventura County Board of Supervisors, as established under the federal Workforce Investment Act of 1998. The responsibilities of the WIB are carried out in partnership with the County Board of Supervisors. Per federal statute, the WIB consists of a private sector majority, with mandatory representation from local economic development agencies, education, labor, community-based organizations and other partners in the One-Stop employment and training system.

The WIB of Ventura County is responsible for policy and oversight over local program investments in workforce preparation. The WIB oversees the design, coordination and implementation of a training system dedicated to ensuring that training is for jobs that are in demand and for the high-skill, high-wage jobs of the future. The mission is focused and aimed at the bottom line: Quality Training Responsive to Local Business Needs. The WIB will exercise leadership in five broad areas:

- To ensure that training opportunities are accessible through a streamlined one-stop delivery system that is responsive to the needs of all local job seekers;
- To ensure that the training system satisfies the needs of local employers, both large and small, and that the system is market and employer demand driven;
- To promote, establish and coordinate youth development, education and training opportunities, particularly for economically disadvantaged youth;
- To develop and maintain a partnership between leaders in business, economic development, education, and government that will effectively address local labor needs and contribute to the economic well being of the community, and
- To ensure that the local employment and training system is guided by rigorous standards of performance accountability, in such areas as customer satisfaction, rates of job placement, job retention and earnings.

The community benefits through the WIB's efforts in bringing Ventura County businesses, residents and employers together, creating mutual relationships that maintain and stimulate employment and economic prosperity in Ventura County.

*Please see Appendix A, page 164, for Ventura County labor market information and services, and a list of Job and Career Centers conveniently located throughout Ventura County.*

## ACKNOWLEDGMENTS

*The County of Ventura Workforce Administration and the California Cooperative Occupational Information System are very grateful to the many employers, training providers, and educational institutions throughout the county that contributed their valuable time and information to this Occupational Outlook Report.*

*Special thanks go to Evonne Chala, telephone technician and support analyst, whose dedication and determination over the past four years has contributed to the success of this publication. Gratitude goes to Mary Williamson for her contribution as a telephone technician and data entry person.*

## ABOUT THE COVER

*A diverse industrial base is expected to keep Ventura County's economy expanding in 2001.*

*Business services, manufacturing, construction, and education are expected to make steady growth. Agriculture remains a major industry in Ventura County.*

See Appendix F, page 174, for Industry Trends and Outlook, Ventura County, 1997 – 2004.

**Photo credits:** Ventura County beach, courtesy of Ventura Visitors & Convention Bureau, photo by Michael McFadden; manufacturing, SMTEK International and the Ventura County Star, photo by K. C. Alfred; business services, County of Ventura, Workforce Development Division (WDD); construction, Beazer Homes, photo by Edna Lindstrom; lemon orchard, photographer Steve Dibblee at AgImages.com; education, photo courtesy of California State University Channel Islands. Cover design: Edna Lindstrom, CCOIS Coordinator, County of Ventura WDD.



# Workforce Development Division

## DIRECTORS' MESSAGE

### VISION

*Ventura County will have a world class system of employment, education, and training services linked to economic development, ensuring a highly skilled, adaptable and creative workforce committed to lifelong learning.*

### MISSION

*Our mission is to serve as a focal point for local and regional workforce development initiatives. This will be achieved through the integration of employment, training, education, and business services for job seekers, workers, and employers.*

Since December 1995, the County of Ventura has coordinated the grant recipient and administrative entity functions of the Federal Job Training Partnership Act Programs in Ventura county. The Workforce Development Division (WDD) of the County Human Services Agency manages and administers the job training and federal Department of Labor Welfare-to-Work Services for eligible job seekers.

Workforce Development Division has transitioned from the Job Training Partnership Act (JTPA) to the Workforce Investment Act (WIA), which became effective July 1, 2000. The purpose of this legislation is to provide all job seekers with the information, advice, job search assistance, and training they need to get and keep good jobs. It will also provide employers with skilled workers. The reform will permit WDD to develop a delivery system for all individuals, regardless of income, to access quality information and services.

A key initiative supporting these efforts is the Human Service Agency's establishment of six One-Stop Job and Career Centers, which serve to combine the resources of WIA, CalWORKs, Employment Development Department, adult education, local community colleges and others. Services available at the Centers and by web site access include:

- Job search resource library and workshops;
- Automated job listings for job seekers and employers;
- Linkages with economic development representatives to promote real job creation and local business expansion;
- Incentives for employers and job seekers through wage subsidies and sponsored vocational training programs.

The 2000–2001 Occupational Outlook is an important tool for businesses, planners, employment counselors, vocational training providers, community groups, job seekers and educators. We encourage you to review the information and to utilize this report as a vital information resource on the economy of Ventura County.

The Training Inventory of local institutions that offer occupational skills programs complements the occupational information. Listed is a ready reference of training available locally for each of the occupations in the report, as well as the location of all training providers that participated in the inventory. This effort represents a growing network of employers, educators, and public sector service providers who, in this fifth year of producing the Occupational Outlook, have contributed additional information to link training institutions within the County.

We hope you enjoy this copy of the *Ventura County Occupational Outlook 2000–2001*. It is our intent that the use of this report and its availability throughout the community will facilitate additional linkages necessary to match job seekers with appropriate training and employment opportunities, thereby strengthening the economy of Ventura County.

**Barbara Fitzgerald, Director, Human Services Agency**

**Bruce Stenslie, Director, Administration**

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## INTRODUCTION

The information presented in this Occupational Outlook Report (OOR) was collected and analyzed through a cooperative partnership between the County of Ventura Workforce Development Division (WDD), the Labor Market Information Division (LMID) of the California Employment Development Department (EDD), training providers, educators, economic developers, planners and employers. This partnership is known as the California Cooperative Occupational Information System (CCOIS). The CCOIS was initiated in 1986. By 1996, the program was being conducted for all 58 counties in California and was the first year Ventura County participated in the CCOIS process.

Information in the Occupational Summaries portion of this report applies specifically to Ventura County.

Local users of occupational information participated in the selection of the 75 occupations. This ensures that the report focus is on those occupations that are most important to the local community.

Occupational data from three survey years are included in this year's report. The data contained in this report were collected from June 1, 1998, through October 30, 1998; June 1, 1999 through November 28, 1999; and July 15, 1999, through November 9, 2000.

The research methods used to collect this information were designed and followed with the intention of collecting accurate and unbiased data. EDD provides technical and financial assistance to the Local Partners and the program is administered by LMID, whose extensive data base has been made available to the project. Confidentiality of data is protected by all participating staff signing a CCOIS confidentiality agreement.

## REPORT USES

The purpose of this report is to provide labor market information for job seekers, employers, training providers, educators, and other parties involved in making labor market decisions. Users include program administrators, vocational planners and counselors, employers and others. The results in this report should also help to improve the match between the skills of the job applicants and the labor needs of Ventura County employers. Some possible uses are listed below.

*The purpose of this report is to provide labor market information for job seekers, employers, training providers, educators, and other parties involved in making labor market decisions.*

**Career Decisions:** Career counselors and job seekers can make informed occupational choices based on skills, abilities, interests, education, and personal needs. The localized information is easy to read and includes employer requirements and preferences, wages, labor demand, and sources of employment and training.

**Program Planning:** This report provides local planners and administrators with employment, training, and placement data, as well as occupational size and expected growth rates. Program planners can use this data to evaluate, improve, and eliminate programs, or to plan new programs.

**Curriculum Design:** Training providers can assess and update their curriculum based on current employer needs and projected trends.

**Economic Development:** Local government agencies and economic development organizations will find information on the labor pool such as occupational size, expected growth rates, and wages, useful in determining the potential for business growth and development in Ventura County's labor market area.

**Program Marketing:** Training providers can effectively market their programs by informing students, employers, and others that the chances for job placement are much greater because their training programs are developed using reliable local occupational data.

**Human Resource Management:** Small business owners and large corporate human resource directors alike can use this report to help determine competitive wages and benefits, improve their recruitment methods, and assess the availability of qualified workers for business relocation or expansion purposes.



## PROGRAM METHODOLOGY

### Occupational Selection

The following process was used to select the occupations included in this program. Initially, criteria were identified by Workforce Development Division (WDD) staff to narrow down the list of occupations to be surveyed based upon the following criteria:

- Occupations having a substantial employment base in Ventura County;
- A substantial number of projected job openings in Ventura County;
- A mix of professional, technical, clerical, and blue collar occupations.

For the first two of these criteria, occupational forecast tables prepared by the California Employment Development Department (EDD) were reviewed. These tables provided past, present, and future employment by occupation and projected job growth rates for occupations in Ventura County. Based on these tables and knowledge of other local labor market information, occupations were selected for public input.

A preliminary list of occupations was developed each year and sent to representatives of vocational programs, educational institutions, economic development organizations, WDD staff, employers, and EDD/LMID staff. With input from these organizations, occupations were dropped and others added until a final list of 25 occupations to be studied each year was selected.

### Employer Sample Selection

After the occupations were selected and defined, an employer sample was developed for each occupation. The samples are drawn to include a mix of large and small employers. Industry classifications are identified to include as many industries as is practical to represent the distribution of the selected occupations.

An industry title represents the economic activity in which a firm is engaged. Industries are classified by the Standard Industrial Classification (SIC) Manual. Every firm in the state is classified in one or more of the nine detailed industry categories, according to the products or services they render.

LMID staff, using detailed data bases on employers and occupational staffing within industries, chose a representative sample of employers for each of the occupations. WDD staff carefully reviewed and modified this sample. Employers were added and deleted, as appropriate, to obtain an initial sample of at least 40 employers who would receive questionnaires in each of the 25 occupations studied each year.

### Survey Procedures

A standard questionnaire was used for all occupations. WDD staff used the following survey procedures:

- Staff began by attempting to verify and obtain phone numbers for each employer on the finalized list of employers proposed for the study. Employers were eliminated from the list at this time because they were no longer in business or a local address or phone number could not be verified without extraordinary efforts.

- Employers were then called to verify company name and address, confirm that they employed workers in the occupation, obtain the name of a contact person, describe the study, and encourage participation. Employers were eliminated if they did not employ workers in the occupation.

- Employers willing to participate in the survey were mailed or faxed a questionnaire. Employers not responding were contacted by telephone, encouraged to return the questionnaire and given the opportunity to complete the questionnaire over the telephone.

- All completed surveys were reviewed by the CCOIS coordinator to ensure accuracy and completeness. Employers were contacted if the answer(s) was unclear or conflicted with other answers or information obtained about the occupation.

- If a sufficient number of responses could not be obtained in a reasonable time with the finalized list of up to 40 employers, additional employers were added to the list based on the size of the firm and industry and knowledge of local firms.

- A minimum of 15 responding employers for each occupation was used to ensure integrity of survey results. This goal was met or exceeded in all occupations except for Insurance Underwriters and Landscape Architects.

- In addition to contacting employers, WDD staff contacted labor unions, training providers, and occupational associations, for specific information about an occupation.

### Tabulations and Results

Survey responses were entered into a database. The data were checked against a diagnostic program to ensure the highest standards for accuracy. Once reviewed, the data were tabulated by the automated system to allow for systematic and consistent review and analysis of the survey responses. Occupational summaries were prepared by the CCOIS Program Coordinator and approved by the EDD Site Analyst. Each occupational summary provides information on wages, benefits, training, and hiring requirements, size of the occupation, employment trends, supply/demand assessment, and other information.

## DEFINITIONS AND TERMINOLOGY

### ■ KEY TERMS

When reference is made to responding employers in the occupational summaries, the following definitions apply:

<i>All employers</i>	100%
<i>Almost all employers</i>	80% up to but not including 100%
<i>Most employers</i>	60% up to but not including 80%
<i>Many employers</i>	40% up to but not including 60%
<i>Some employers</i>	20% up to but not including 40%
<i>Few employers</i>	Less than 20%

In a few cases, the percentages may not add up to 100% due to rounding and computerized conversion of the information. Although information is shown to the nearest whole number for ease of comparison, the reader should not interpret this as an indication of precision (ranges are also considered to be representative).

Unless otherwise noted, responses to open-ended questions are included in the summary if listed by more than one employer or by a firm employing a large number of workers (50% or more of the total employees in the summary).

### ■ OCCUPATIONAL TITLE AND DEFINITION

**OES occupations:** Titles, definitions and codes are from the Occupational Employment Statistics (OES) classification system developed by the U.S. Department of Labor's Bureau of Labor Statistics (BLS). Occupations are listed alphabetically by OES titles, and the 6-digit OES code number identifies each occupation.

**Non-OES occupations included in this report:** Computer Aided Design (CAD) Technicians, Computer Network Technicians, Desktop Publishing - Graphic Designers, Grocery Checkers, Internet Web Site Designers/Developers (Webmasters), and Quality Assurance Managers are listed as Non-OES occupations because OES numbers were not developed for these occupations prior to selection. Non-OES numbers and definitions for these occupations were developed by the State. EDD projections are not available for Non-OES occupations. When information is available from other sources, the reference is noted.

**Employers Responded - Employees Covered:** Reported are the total number of firms that responded to the questionnaire and the total number of workers included in the occupational summary.

### ■ WAGES AND BENEFITS

**Wages:** The wage data enables a comparison of salary range and median across occupations. The data is not intended to represent official prevailing wages. The ranges are based primarily on employer surveys and contracts with unions. All wages have been converted to an hourly rate. Federal minimum wage standards of \$5.75 were used for all survey years. Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision. When a range of wages was reported by responding employers, the lowest value was used. Wages included in this report are those paid by employers participating in the survey for employees at three levels of experience. Reports for the 1999 and the 2000 survey years do not include extreme wages.

Wage data collected reflect the following definitions:

*New hires, no experience* – Wages paid to persons, trained or untrained, but without paid experience in the occupation.

*New to firm, experienced* – Wages paid to journey-level or experienced persons just starting at the firm.

*Three years with firm* – Wages generally paid to persons with more than three years of journey-level experience at the firm

**Other forms of compensation:** The 1999 and 2000 summaries include other forms of compensation when reported by 20% or more responding employers.

**Union Status:** The 1998 summaries report separate wage charts when union employment amounts to 20% or more of the *total workers* in the occupation. For the 1999 and 2000 summaries, union wages are reported when 20% or more of responding *firms* employ workers that are subject to collective bargaining or union agreements.

**Benefits:** Percentages for the 1998 survey year are based on the number of responding employers that do provide benefits for full-time and part-time employees and are listed in descending order for full-time employees. Summaries for the 1999 and 2000 survey years include responses from all employers surveyed and all categories and values are reported. When 50% or more of the workers in an occupation work part-time, benefits for part-time employees are also reported.

**Hours worked:** The number of hours worked per week is based on the State's weighted average formula and calculated by the number of employees. Only when 20% or more of the employees work part-time, temporary, on call, or seasonal, is this information reported in the 1999 and 2000 summaries.

## ■ EMPLOYER REQUIREMENTS

**Experience and Training:** This category represents prior work experience, required or preferred, and specific training, required or preferred, as reported by responding employers. Related work experience and training, required or preferred, is listed by a range of months and/or average months. The 1999 and 2000 reports exclude extreme months from the range if they are reported by only one employer. Other acceptable experience is listed if reported by more than one employer or a large employer and is listed in the order of frequency reported. The percentage of employers that will substitute training for experience is based on the number of firms that do require or prefer experience.

**Education:** The level of formal education of the *most recently hired* employees is reported for the 1998 survey year. The 1999 and 2000 survey years report the *minimum level of education* required. While minimum educational requirements have been shown as employers expressed them, these educational requirements are not always essential for the performance of the job duties. Because the lack of education will create a barrier with some employers, employers' educational statements have been included in the 1999 and 2000 reports.

**Desired computer software skills:** Percentages reflect the number of employers responding to the question as well as the desired software skills they prefer. Occupational summaries for 1999 and 2000 list specific software skills and other computer skills if they are reported by more than one employer or by a large employer and are listed in the order of reported frequency.

**Legally mandated requirements:** California state requirements for licensing, permit issuance, registration and certification are based on the *California License Handbook, 5th Edition, dated 1997* for the 1998 and 1999 survey years. The *California Professional & Business License Handbook, August 1999*, was used for the year 2000 reports. *California Occupational Guides* were also referenced for all survey years. Generally, requirements are for vocations involving extensive training.

**Important job qualifications and skills:** Occupational skills tables were provided by LMID for the 1998 and 1999 summaries. Skills information for the 2000 report was compiled from LMID's Skills Research Program, the O\*Net database and California Occupational Guides and was included in the occupational questionnaire. Skills rated as important by 50 percent or more employers were listed in the summaries. For non-OES occupations, important job qualifications and skills are listed if available. Sources are noted in the summary.

**New skills needed:** The 1998 report list new skills needed to perform the duties of the occupation as reported by responding employers. The 2000 report lists new skills if reported by more than one employer.

## ■ SUPPLY AND DEMAND

**Degree of difficulty in finding qualified applicants:** Supply and demand refers to the relative difficulty responding employers experience in locating experienced qualified applicants and inexperienced qualified workers in the occupation. A weighted average is calculated from the number of firms responding to the survey. The following terms are used in assessing the local supply and demand situation:

*Very difficult* – Employer demand is considerably greater than supply of qualified applicants. Employers often cannot find qualified applicants when an opening exists. Qualified applicants encounter no competition in their job search.

*Moderately difficult (Somewhat difficult in 1998\*)* Employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times. Qualified applicants encounter little competition in their job search.

*A little difficult (used in 1998 only\*)* – Worker supply is somewhat greater than demand for qualified applicants, and applicants may experience competition in job seeking.

*Not difficult* – Supply of qualified applicants is considerably greater than demand, creating a very competitive job market for applicants.

\*The 1999 and 2000 survey years rated the degree of difficulty in finding qualified applicants, when prior experience is required or not required, as “not difficult” to “difficult” on a scale from 1 to 4. The term *somewhat difficult*, used in 1998, was changed to *moderately difficult* and the term and definition for *a little difficult* was eliminated.

**Primary recruitment methods:** Information listed in this section reflects the most common methods utilized by responding employers in recruiting their employees. The top three categories, from highest to lowest, are reported for all years. When there are equal values, both values are reported. See questionnaire in Appendix H for reporting options.

**Hired in the past 12 months and source of filled vacancies:** Listed are the total number of new hires in the occupation during the past 12 months, and the source of the filled positions, as reported by responding employers.

## ■ SIZE OF OCCUPATION

**EDD estimated occupation size:** The terms below are used to describe the size of the occupation relative to the estimated total number of non-agricultural workers in Ventura County. Occupational size is taken from EDD 1997 - 2004 Projections of Employment, Table 6, for OES occupations, and is measured using the following scale:

<i>Small</i>	Less than 390 employees
<i>Medium</i>	390 - 780 employees
<i>Large</i>	781 - 1,691 employees
<i>Very large</i>	1,692 or more employees

**Gender ratio as reported by responding employers:** The ratio for male and female employees is stated as a percentage of the workers represented in the occupation.

## ■ WHERE THE JOBS ARE

This information, for OES occupations, is based on the EDD/LMID Projections and identifies the major industries that employ in each occupation. When an occupation is employed by a wide variety of industries, those industries employing the greatest number of persons in the occupation are identified. For the 1999 survey year, the five highest industry values are listed with the remaining values included in the "Other" category. When values are equal, both are listed. If values are less than 5% and occur more than three times, they are not reported.

## ■ PROJECTIONS

**Projections for firm's employment as reported by responding employers:** Responding employers reported as to whether the occupation surveyed was expected to grow, remain stable or decline. Employer responses are listed as percentages. Three year projections are reported for 1998 summaries. Two year projections are reported for the 1999 and 2000 survey years.

**EDD Occupational Forecast 1997 - 2004:** Projections are provided by EDD/LMID and are updated every two years. It should be noted that employment trends are subject to many unforeseen factors and can change. *Absolute* change or absolute job growth means the number of jobs that are anticipated to be added or subtracted during the seven year forecast period. *Fastest* job growth, or percentage change, can be deceptive. A large percentage change does not necessarily mean a large number of jobs if the size of the occupation is small. Appendices D and E rank the top fifty occupations in these categories for Ventura County.

**Projected job openings:** Listed figures include estimated job openings as a result of job growth and separations.

**Projected job growth rate:** EDD projects the average growth rate for all occupations in Ventura County to be 16.9% for the forecast period of 1997 through 2004. The following standard terms describe the expected new job growth rate (percentage change) within each occupation, in relation to the overall employment growth for Ventura County:

*Much faster than average*  
1.50 time average or more ..... 25.4% or more

*Faster than average*  
1.10 to but not including 1.50 times average .... 18.6% to 25.3%

*Average*  
0.90 to but not including 1.10 times average .... 15.2% to 18.5%

*Slower than average*  
0.10 to but not including 0.90 times average ..... 01.7% to 15.1%

*Remain stable*  
- 0.10 to but not including 0.10 time average .... 0% to 01.6%

*Slow decline*  
Less than - 0.10 time average ..... Less than zero

## ■ OTHER INFORMATION

**Shifts worked:** Percentages reflect the shifts worked as reported by responding firms. Other shifts are listed if reported by 20% or more employers.

**Promotional opportunities:** Reported is the percentage of responding employers that do promote their employees to higher level positions.

**Skills important for career advancement:** Reported skills that are important for career advancement are included in the 1999 and 2000 summaries, if they are not included in important job qualifications and skills listed under Employment Requirements, and if they are reported by more than one employer or by a large employer. Skills are listed in the order of frequency reported.

**Additional Information:** References to *EDD California Occupational Guides* and the *U.S. Department of Labor, Occupational Outlook Handbook 2000-2001* can be accessed at the following web site:

[www.calmis.cahwnet.gov](http://www.calmis.cahwnet.gov) and <http://stats.bls.gov>

**Your Opinion Counts.....**

*Please complete the user survey inserted in this publication. Your response will help us to ensure this publication continues to meet the needs of our customers. Thank you.*



# Ventura County

# CCOIS Occupations

**Employer Survey Years  
1998–2000**

*Please refer to Definitions and Terminology, pages 10 to 12, for an accurate reading of these summaries.*



# Accountants and Auditors

Employers Responded: 17 • Employees Covered: 58

Accountants and Auditors examine, analyze, and interpret accounting records for the purpose of giving advice or preparing statements and installing or advising on systems of recording costs or other financial and budgetary data.

## WAGES AND BENEFITS

	<i>Range</i>	<i>Median</i>
New hires, no prior experience	\$12.00 to \$19.65	\$15.82
New to firm, experienced	\$11.99 to \$23.97	\$18.11
Three years with firm	\$14.38 to \$27.00	\$22.75

Few employees (less than 20%) have union status.

Benefits (based on 16 responding employers)	Full-time	Part-time
Medical Insurance .....	100%	6%
Paid Vacation .....	100%	6%
Retirement Plan .....	88%	6%
Life Insurance .....	81%	6%
Paid Sick Leave .....	81%	6%
Vision Insurance .....	75%	6%
Dental Insurance .....	56%	6%
Child Care .....	6%	0%

**Hours worked:** Almost all employees (91%) work full-time, 41 hours per week weighted average. Few employees (less than 20%) work part-time, 29 hours per week weighted average, or are temporary, on call.

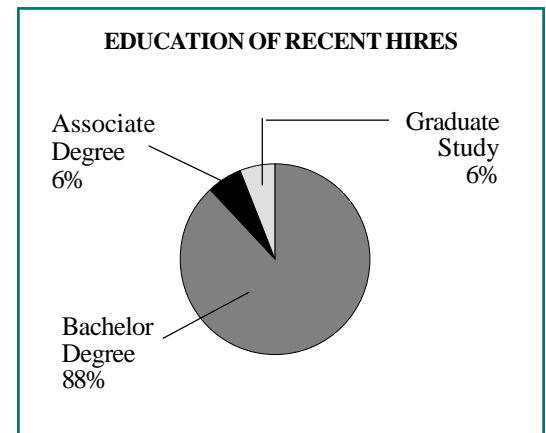
## EMPLOYER REQUIREMENTS

	<i>Always</i>	<i>Usually</i>	<i>Sometimes</i>	<i>Never</i>
Experience required prior to employment .....	94%	6%	0%	0%
Training as a substitute for work experience .....	0%	6%	6%	88%

**Experience:** All responding employers require or prefer between 12 and 60 months of Accountant and Auditor related work experience. Few of these employers (less than 20%) require CPA experience.

**Training or certification prior to employment:** All responding employers require between 24 and 60 months of training or certification that includes an associate or bachelor's degree in accounting. Many responding employers (47%) require CPA certification.

**Legally mandated requirements:** To pass the CPA examination requires 2 to 4 years accounting experience based on level and type of education. — *California License Handbook, 5th Edition 1997, page 30*



**Desired computer software skills:** All responding employers seek computer skills as follows:

Spreadsheet - 94%    Word Processing - 82%    Data Base - 71%    Desktop Publishing - 12%    Other - 29%

Other skills include accounting programs, Excel, and AS400 System.

## ■ EMPLOYER REQUIREMENTS (*continued*)

### Important job qualifications and skills as reported in statewide surveys:

#### Technical

Business math skills  
 Government accounting skills  
 Ability to conduct an audit  
 Cost accounting skills  
 Tax accounting skills  
 Estate planning skills  
 Financial planning skills  
 Ability to use accounting software  
 Bondable  
 Certified Public Accountant (CPA)  
 Verbal presentation skills  
 Ability to write effectively  
 Problem solving skills

#### Personal or other

Willingness to work with close supervision  
 Ability to work independently  
 Ability to work under pressure  
 Customer service skills  
 Ability to read and follow instructions  
 Ability to write legibly  
 Oral communication skills

#### New skills needed over the next 3 years:

**Many** responding employers (59%) reported new skills that included ability to use specialized accounting and in-house programs, and increased computer skills.

## ■ SUPPLY AND DEMAND

### Degree of difficulty in finding qualified applicants:

	<i>Not difficult</i>	<i>A little difficult</i>	<i>Somewhat difficult</i>	<i>Very difficult</i>
Experienced:	0%	12%	47%	41%
Inexperienced:	0%	50%	50%	0%

Employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times.

#### Primary recruitment methods:

Newspaper ads .....	82%
In-house promotion or transfer .....	53%
Employee referrals .....	35%

#### Hired in the past 12 months: 19

#### Source of filled vacancies:

Promotions .....	11%
Employees leaving .....	63%
New positions .....	26%
Temporary or seasonal .....	0%

## ■ SIZE OF OCCUPATION

### EDD estimated occupation size 1997–2004:

Large (1,450–1,560 employees)

### Gender ratio as reported by responding employers:

Male - 57%    Female - 43%

## ■ WHERE THE JOBS ARE

Services: Accounting, Auditing & Bookkeeping	11.6%
Other services .....	15.9%
Government .....	13.7%
Trade .....	4.3%
Finance, Insurance and Real Estate .....	3.7%
Other .....	50.8%

## ■ PROJECTIONS

### Three year projections as reported by responding employers:

Grow - 35%    Remain Stable - 65%    Decline - 0%

#### EDD OCCUPATIONAL FORECAST 1997–2004

#### Projected job openings for 7-year period: 330

Due to growth - 110

Due to separations - 220

#### Projected job growth rate for 7-year period:

7.6% (Slower than average)

Average growth rate for all occupations - 16.9%

## ■ OTHER INFORMATION

### Promotional opportunities:

**Many** responding employers (56%) promote their employees to higher level positions.

### Additional information:

*EDD California Occupational Guide, No. 1; U.S. Department of Labor Occupational Outlook Handbook, 2000–2001 edition, page 20.*

*See Appendix C starting on page 168 for Training Providers in this occupation.*

# ADJUSTMENT CLERKS

## Adjustment Clerks

Employers Responded: 15 • Employees Covered: 210

Adjustment Clerks investigate and resolve customer complaints concerning merchandise, service, billing, or credit rating. They examine pertinent information to determine the accuracy of customer complaints and responsibility for errors, and notify customer and appropriate personnel of findings, adjustments, and recommendations, such as exchange of merchandise, refund of money, credit to customer's account, or the adjustment of the customer's bill.

### WAGES AND BENEFITS

	<i>Range</i>	<i>Median</i>
New hires, no prior experience	\$5.80 to \$10.25	\$ 8.03
New to firm, experienced	\$5.80 to \$11.51	\$ 9.00
Three years with firm	\$7.00 to \$14.00	\$11.21

**Other forms of compensation:** Some responding employers (27%) reported that they pay commissions or bonuses.

All responding employers reported that wages are not subject to collective bargaining or union agreements.

Benefits (based on 15 firms)	Employer Pays All Full-time	Share Cost Full-time	Employee Pays All Full-time
Medical Insurance .....	47%	47%	0%
Dental Insurance .....	33%	47%	0%
Vision Insurance .....	20%	40%	0%
Life Insurance .....	33%	40%	0%
Sick Leave .....	60%	20%	0%
Vacation .....	73%	20%	0%
Retirement Plan .....	20%	40%	7%
Child Care .....	0%	7%	7%

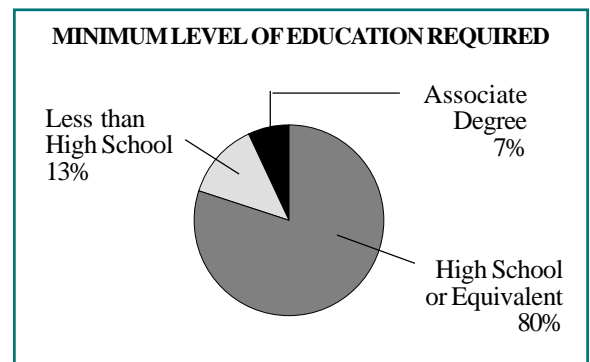
**Hours worked:** Almost all employees (90%) work full-time, 40 hours per week weighted average.

### EMPLOYER REQUIREMENTS

	<i>Required</i>	<i>Preferred</i>	<i>Not Required</i>
Experience prior to employment .....	20%	53%	27%
Technical/Vocational training prior to employment .....	0%	20%	80%

**Experience:** Required or preferred experience in this occupation ranges from 6 to 12 months or an average of 9 months. Many of these employers (45%) will accept training as a substitute for experience.

**Technical/Vocational training:** Preferred training ranges from 6 to 12 months or an average of 10 months. Training includes computer, general office, or PBX programs.



**Desired computer software skills:** Almost all responding employers (80%) seek computer skills as follows:  
 Word Processing - 75%    Spreadsheet - 42%    Data Base - 33%    Desktop Publishing - 0%    Other - 33%  
 Other skills include in-house programs.

## ■ EMPLOYER REQUIREMENTS (*continued*)

### Important job qualifications and skills as reported in statewide surveys:

#### Technical

Telephone answering skills  
 Ability to use a calculator  
 Ability to perform detailed clerical work  
 Ability to use a computer  
 Ability to write effectively  
 Filing skills (Alpha and Numeric)

#### Personal or other

Public contact skills  
 Ability to interact well with others  
 Customer service skills  
 Ability to follow oral instructions  
 Ability to work under pressure  
 Ability to work accurately  
 Ability to work independently  
 Problem solving skills  
 Understanding of a variety of cultures  
 Willingness to work with close supervision  
 Oral communication skills  
 Ability to read and follow instructions  
 Ability to write legibly  
 Business math skills

## ■ SUPPLY AND DEMAND

### Degree of difficulty in finding qualified applicants:

Experienced and inexperienced – *Moderately difficult*.  
 Due to high turnover, employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times. Qualified applicants encounter little competition in their job search.

### Primary recruitment methods:

Newspaper ads .....	67%
Employee referrals .....	47%
In-house promotion or transfer .....	47%
Walk-in applicants .....	40%

### Hired in the past 12 months: 59

#### Source of filled vacancies:

Promotions .....	10%
Employees leaving .....	85%
New positions .....	5%
Temporary, on call, or seasonal positions .....	0%

## ■ SIZE OF OCCUPATION

### EDD estimated occupation size 1997–2004:

Medium/Large (520 – 870 employees)

### Gender ratio as reported by responding employers:

Female - 81%    Male - 19%

## ■ WHERE THE JOBS ARE

Hospitals & Medical Service Plans .....	18.3%
Courier Services, except by Air .....	16.7%
Telephone Communications .....	9.9%
Catalog & Mail-Order Houses .....	5.9%
Other .....	49.2%

## ■ PROJECTIONS

### Two year projections as reported by responding employers:

Grow - 33%    Remain Stable - 67%    Decline - 0%

#### EDD OCCUPATIONAL FORECAST 1997–2004

#### Projected job openings for 7-year period: 380

Due to growth - 350

Due to separations - 30

#### Projected job growth rate for 7-year period:

67.3% (Much faster than average)

Average growth rate for all occupations - 16.9%

## ■ OTHER INFORMATION

### Shifts worked:

Day - 100%    Swing - 20%    Graveyard - 0%    Other - 0%

### Promotional opportunities:

**Almost all** responding employers (87%) promote their employees to higher level positions.

### Skills important for career advancement:

Accounting skills.

### Additional information:

*EDD California Occupational Guide, No. 562; U.S. Department of Labor Occupational Outlook Handbook, 2000–2001 edition, page 285.*

*See Appendix C starting on page 168 for Training Providers in this occupation.*

# Assemblers and Fabricators - except Machine, Electrical, Electronic, and Precision

Employers Responded: 16 • Employees Covered: 599

Assemblers and Fabricators in this category assemble and/or fit together parts to form complete units or subassemblies at a bench, conveyor line, or on the floor. Their work may involve the use of hand tools, power tools and special equipment in order to carry out fitting and assembly operations. Please include assemblers whose duties are of a nonprecision nature. Please do not include electrical, electronic, machine and precision assemblers, and workers who perform specialized operations exclusively as part of assembly operations, such as riveting, welding, soldering, machining, or sawing.

## WAGES AND BENEFITS

	<i>Range</i>	<i>Median</i>
New hires, no prior experience	\$5.75 to \$ 7.15	\$6.00
New to firm, experienced	\$5.75 to \$ 8.50	\$7.00
Three years with firm	\$6.50 to \$10.00	\$8.00

All responding employers reported that wages are not subject to collective bargaining or union agreements.

Benefits (based on 16 firms)	Employer Pays All Full-time	Share Cost Full-time	Employee Pays All Full-time
Medical Insurance .....	31%	63%	0%
Dental Insurance .....	19%	56%	19%
Vision Insurance .....	19%	31%	25%
Life Insurance .....	56%	19%	6%
Sick Leave .....	50%	6%	0%
Vacation .....	94%	6%	0%
Retirement Plan .....	38%	38%	0%
Child Care .....	0%	0%	6%

**Hours worked:** Almost all employees (97%) work full-time, 40 hours per week weighted average.

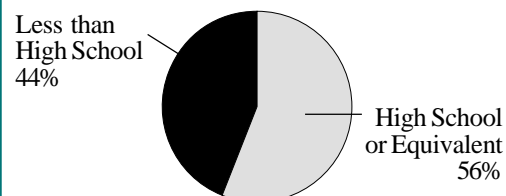
## EMPLOYER REQUIREMENTS

	<i>Required</i>	<i>Preferred</i>	<i>Not Required</i>
Experience prior to employment .....	6%	31%	63%
Technical/Vocational training prior to employment .....	0%	13%	88%

**Experience:** Related work experience, required or preferred, ranges from 3 to 12 months or an average of 6 months. **Most** of these employers (67%) will accept training as a substitute for experience.

**Technical/Vocational training:** Preferred training is 3 months and includes manual tool, power tool, and diagram reading courses.

### MINIMUM LEVEL OF EDUCATION REQUIRED



**Desired computer software skills:** Few responding employers (less than 20%) seek computer skills as follows:  
 Word Processing - 0%      Spreadsheet - 0%      Data Base - 0%      Desktop Publishing - 0%      Other - 100%  
 Other skills include in-house program.



## ■ EMPLOYER REQUIREMENTS (*continued*)

### Important job qualifications and skills as reported in statewide surveys:

#### Technical

Ability to use and read a tape measure  
 Ability to read blueprints  
 Ability to read working drawings  
 Ability to perform assembly work  
 Ability to use hand tools  
 Ability to operate power hand tools  
 Soldering skills  
 Ability to do arithmetic using fractions and decimals

#### Physical

Manual dexterity  
 Good eye-hand coordination  
 Possession of good color perception  
 Ability to stand continuously for 2 or more hours  
 Ability to lift at least 50 lbs. repeatedly

#### Personal or other

Possession of mechanical aptitude  
 Ability to perform routine, repetitive work  
 Willingness to work with close supervision  
 Ability to work independently  
 Ability to follow oral instructions  
 Basic math skills  
 Ability to read and follow instructions  
 Ability to write legibly

## ■ SUPPLY AND DEMAND

### Degree of difficulty in finding qualified applicants:

Experienced – *Moderately difficult*. Few employers who require skilled workers, may have some difficulty finding qualified applicants at times.

Inexperienced – *Not difficult*. Supply of qualified applicants is considerably greater than demand, creating a very competitive job market for applicants.

### Primary recruitment methods:

Employee referrals .....	69%
Private employment agencies .....	56%
Newspaper ads .....	50%

**Hired in the past 12 months:** 126

### Source of filled vacancies:

Promotions .....	0%
Employees leaving .....	53%
New positions .....	44%
Temporary, on call, or seasonal positions .....	3%

## ■ SIZE OF OCCUPATION

### EDD estimated occupation size 1997–2004:

Very large (3,000 – 3,610 employees)

### Gender ratio as reported by responding employers:

Male - 51%    Female - 49%

## ■ WHERE THE JOBS ARE

Measuring & Controlling Devices .....	17.2%
Other .....	82.8%

## ■ PROJECTIONS

### Two year projections as reported by responding employers:

Grow - 56%    Remain Stable - 38%    Decline - 6%

### EDD OCCUPATIONAL FORECAST 1997–2004

#### Projected job openings for 7-year period: 1,090

Due to growth - 610

Due to separations - 480

#### Projected job growth rate for 7-year period:

20.3% (Faster than average)

Average growth rate for all occupations - 16.9%

## ■ OTHER INFORMATION

### Shifts worked:

Day - 100%    Swing - 25%    Graveyard - 0%    Other - 13%

### Promotional opportunities:

**Almost all** responding employers (88%) promote their employees to higher level positions.

### Skills important for career advancement:

Reliable and efficient performance, ability to be a good team player, computer skills, leadership and management skills.

# AUTOMOTIVE BODY REPAIRERS

## Automotive Body and Related Repairers

Employers Responded: 17 • Employees Covered: 122

Automotive Body and Related Repairers repair, repaint, and refinish automotive vehicle bodies, straighten vehicle frames, and replace damaged vehicle glass.

### WAGES AND BENEFITS

	<i>Range</i>	<i>Median</i>
New hires, no prior experience	\$6.00 to \$ 7.50	\$ 7.30
New to firm, experienced	\$7.00 to \$25.00	\$13.00
Three years with firm	\$8.00 to \$28.77	\$20.00

**Few** responding employers (less than 20%) reported that wages are subject to collective bargaining or union agreements.

Benefits (based on 17 firms)	Employer Pays All Full-time	Share Cost Full-time	Employee Pays All Full-time
Medical Insurance .....	24%	41%	6%
Dental Insurance .....	12%	35%	12%
Vision Insurance .....	12%	12%	6%
Life Insurance .....	35%	6%	0%
Sick Leave .....	12%	6%	0%
Vacation .....	65%	6%	0%
Retirement Plan .....	12%	35%	6%
Child Care .....	0%	0%	0%

**Hours worked:** **Almost all** employees (97%) work full-time, 40 hours per week weighted average.

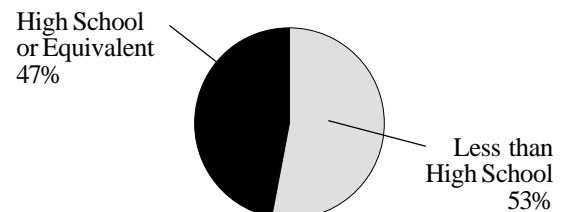
### EMPLOYER REQUIREMENTS

	<i>Required</i>	<i>Preferred</i>	<i>Not Required</i>
Experience prior to employment .....	82%	12%	6%
Technical/Vocational training prior to employment .....	18%	18%	64%

**Experience:** Required or preferred experience in this occupation ranges from 6 to 60 months or an average of 30 months. **Some** of these employers (38%) will accept training as a substitute for experience.

**Technical/Vocational training:** Required or preferred training ranges from 3 to 12 months or an average of 9 months. Training includes automotive body repair programs.

#### MINIMUM LEVEL OF EDUCATION REQUIRED



**Desired computer software skills:** **Some** responding employers (39%) seek computer skills as follows:  
 Word Processing - 0%    Spreadsheet - 0%    Data Base - 33 %    Desktop Publishing - 6 %    Other - 100%  
 Other reported skills include Pathway and Mitchell estimating programs.

## ■ EMPLOYER REQUIREMENTS (*continued*)

### Important job qualifications and skills as reported by employers:

#### Technical

Skill in working with fiberglass  
Ability to operate power hand tools  
Masking skills  
Ability to apply various painting techniques and skills  
Welding skills  
Ability to detail automobiles

#### Physical

Ability to tolerate dust and paint fumes  
Possession of good color perception  
Ability to lift at least 70 lbs. repeatedly  
Manual dexterity

#### Personal or other

Ability to provide own hand tools  
Willingness to work with close supervision  
Ability to work independently  
Ability to pay close attention to detail  
Ability to read and follow instructions  
Oral communication

## ■ SUPPLY AND DEMAND

### Degree of difficulty in finding qualified applicants:

Experienced and inexperienced – *Very difficult*. Demand is considerably greater than the supply of qualified applicants. Employers often cannot find qualified applicants when an opening exists. Qualified applicants encounter no competition in their job search.

### Primary recruitment methods:

Employee referrals ..... 88%  
Newspaper ads ..... 53%  
Walk-in applicants ..... 53%  
In-house promotions or transfers ..... 35%

### Hired in the past 12 months: 40

#### Source of filled vacancies:

Promotions ..... 5%  
Employees leaving ..... 72%  
New positions ..... 23%  
Temporary, on call, or seasonal positions ..... 0%

## ■ SIZE OF OCCUPATION

### EDD estimated occupation size 1997–2004:

Small (300 – 350 employees)

### Gender ratio as reported by responding employers:

Male - 99%      Female - 1%

## ■ WHERE THE JOBS ARE

Automotive Repair Shops ..... 86.7%  
Other ..... 13.3%

## ■ PROJECTIONS

### Two year projections as reported by responding employers:

Grow - 53%      Remain Stable - 47%      Decline - 0%

#### EDD OCCUPATIONAL FORECAST 1997–2004

##### Projected job openings for 7-year period: 120

Due to growth - 50

Due to separations - 70

##### Projected job growth rate for 7-year period:

16.7% (Average)

Average growth rate for all occupations - 16.9%

## ■ OTHER INFORMATION

### Shifts worked:

Day - 100%      Swing - 0%      Graveyard - 0%      Other - 0%

### Promotional opportunities:

**Almost all** responding employers (82%) promote their employees to higher level positions.

### Skills important for career advancement:

Management skills, estimating skills, and good customer relations.

### Additional information:

*EDD California Occupational Guide, No. 68; U.S. Department of Labor Occupational Outlook Handbook, 2000–2001 edition, page 380.*

*See Appendix C starting on page 168 for Training Providers in this occupation.*

# Bakers - Bread and Pastry

Employers Responded: 21 • Employees Covered: 63

Bread and Pastry Bakers mix and bake ingredients according to recipes to produce breads, pastries, and other baked goods. They produce goods in smaller quantities for consumption on premises or for sale as specialty baked goods.

## WAGES AND BENEFITS

	<i>Range</i>	<i>Median</i>
New hires, no prior experience	\$6.00 to \$ 8.00	\$7.00
New to firm, experienced	\$6.00 to \$11.57	\$8.50
Three years with firm	\$6.50 to \$17.00	\$11.57

Few responding employers (less than 20%) reported that wages are subject to collective bargaining or union agreements.

Benefits (based on 21 firms)	Employer Pays All Full-time	Share Cost Full-time	Employee Pays All Full-time
Medical Insurance .....	14%	33%	5%
Dental Insurance .....	10%	24%	10%
Vision Insurance .....	10%	24%	5%
Life Insurance .....	14%	19%	10%
Sick Leave .....	14%	5%	0%
Vacation .....	38%	5%	0%
Retirement Plan .....	5%	24%	0%
Child Care .....	0%	0%	0%

**Hours worked:** Most employees (68%) work full-time, 39 hours per week weighted average. Some employees (30%) work part-time, 27 hours per week weighted average.

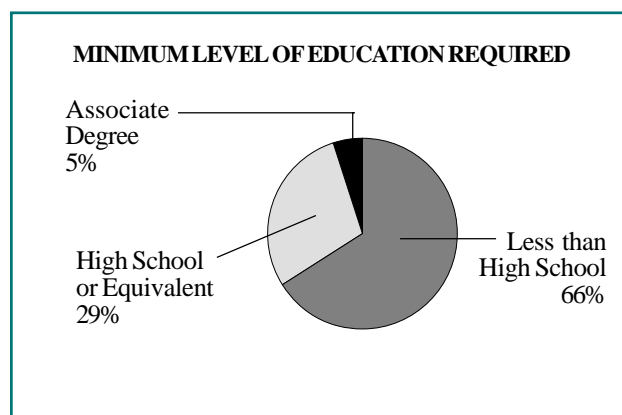
## EMPLOYER REQUIREMENTS

	<i>Required</i>	<i>Preferred</i>	<i>Not Required</i>
Experience prior to employment .....	24%	38%	38%
Technical/Vocational training prior to employment .....	0%	14%	86%

**Experience:** Required or preferred experience in this occupation ranges from 3 to 36 months or an average of 12 months. Other acceptable experience listed by responding employers includes cook and food preparation worker. Many of these employers (46%) will accept training as a substitute for experience.

**Technical/Vocational training:** Preferred training ranges from 3 to 12 months or an average of 9 months. Training includes culinary baking.

**Desired computer software skills:** None required.



## ■ EMPLOYER REQUIREMENTS (*continued*)

### Important job qualifications and skills as reported by employers:

#### Technical

Bread making skills  
Pastry making skills  
Pastry decorating skills  
Mastery of baking equipment

#### Physical

Ability to lift at least 25 lbs. repeatedly  
Ability to stand continuously for prolonged periods of time  
Ability to taste and smell  
Finger dexterity  
Good eye-hand coordination

#### Personal or other

Ability to follow safe work practices  
Ability to read and follow instructions  
Ability to work independently  
Ability to work under pressure  
Ability to write legibly  
Basic math skills  
Creativity  
Willingness to work with close supervision

## ■ SUPPLY AND DEMAND

### Degree of difficulty in finding qualified applicants:

Experienced and Inexperienced – *Very difficult*. Demand is considerably greater than the supply of qualified applicants. Employers often cannot find qualified applicants when an opening exists. Qualified applicants encounter no competition in their job search.

### Primary recruitment methods:

Employee referrals ..... 86%  
Walk-in applicants ..... 71%  
Newspaper ads ..... 43%

### Hired in the past 12 months: 11

#### Source of filled vacancies:

Promotions ..... 18%  
Employees leaving ..... 55%  
New positions ..... 27%  
Temporary, on call, or seasonal positions ..... 0%

## ■ SIZE OF OCCUPATION

### EDD estimated occupation size 1997–2004:

Small /Medium (350–410 employees)

### Gender ratio as reported by responding employers:

Male - 67%    Female - 33%

## ■ WHERE THE JOBS ARE

Grocery Stores ..... 45.8%  
Retail Bakeries ..... 27.1%  
Department Stores ..... 13.8%  
Other ..... 13.3%

## ■ PROJECTIONS

### Two year projections as reported by responding employers:

Grow - 29%    Remain Stable - 71%    Decline - 0%

### EDD OCCUPATIONAL FORECAST 1997–2004

#### Projected job openings for 7-year period: 130

Due to growth - 60

Due to separations - 70

#### Projected job growth rate for 7-year period:

17.1% (Average)

Average growth rate for all occupations - 16.9%

## ■ OTHER INFORMATION

### Shifts worked:

Day - 81%    Swing - 19%    Graveyard - 19%    Other - 0%

### Promotional opportunities:

**Most** responding employers (62%) promote their employees to higher level positions.

### Skills important for career advancement:

Management skills, customer service skills, interpersonal and teamwork skills, ability to solve problems and make decisions, and dedication.

### Additional information:

*U.S. Department of Labor Occupational Outlook Handbook, 2000–2001 edition, page 336.*

*See Appendix C starting on page 168 for Training Providers in this occupation.*



# BARTENDERS

Employers Responded: 16 • Employees Covered: 76

Bartenders mix and serve alcoholic and non-alcoholic drinks to patrons of bars following standard recipes.

## WAGES AND BENEFITS

	<i>Range</i>	<i>Median</i>
New hires, no prior experience	\$5.75 to \$6.00	\$5.75
New to firm, experienced	\$5.75 to \$7.50	\$5.75
Three years with firm	\$5.75 to \$8.50	\$6.25

**Other forms of compensation:** **Almost all** responding employers (94%) reported tips that vary.

**Few** responding employers (less than 20%) reported that wages are subject to collective bargaining or union agreements.

Benefits (based on 16 firms)	Employer Pays All		Share Cost		Employee Pays All	
	FT	PT	FT	PT	FT	PT
Medical Insurance .....	13%	6%	19%	6%	0%	0%
Dental Insurance .....	13%	6%	13%	6%	0%	0%
Vision Insurance .....	0%	6%	13%	0%	0%	6%
Life Insurance .....	13%	13%	6%	0%	0%	0%
Sick Leave .....	13%	6%	6%	0%	0%	0%
Vacation .....	25%	13%	6%	6%	0%	0%
Retirement Plan .....	0%	6%	19%	0%	6%	6%
Child Care .....	0%	0%	0%	0%	0%	0%

**Hours worked:** **Most** employees (71%) work part-time, 23 hours per week weighted average. **Some** employees (29%) work full-time, 36 hours per week weighted average.

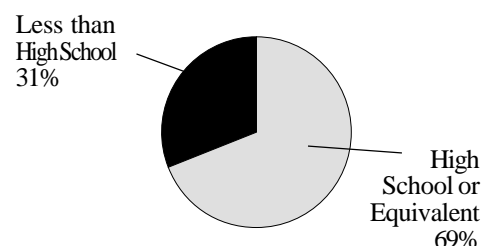
## EMPLOYER REQUIREMENTS

	<i>Required</i>	<i>Preferred</i>	<i>Not Required</i>
Experience prior to employment .....	44%	44%	13%
Technical/Vocational training prior to employment .....	6%	31%	63%

**Experience:** Related work experience, required or preferred, ranges from 1 to 24 months or an average of 10 months. Other acceptable experience listed by some responding employers (25%) includes other restaurant positions. **Most** of these employers (71%) will accept training as a substitute for experience.

**Technical/Vocational training:** Required or preferred training ranges from 2 to 3 months or an average of 3 months of Bartender's school (40 hours).

MINIMUM LEVEL OF EDUCATION REQUIRED



**Desired computer software skills:** **Few** responding employers (19%) seek computer skills as follows:

Word Processing - 0%      Spreadsheet - 0%      Data Base - 0%      Desktop Publishing - 0%      Other - 100%

Other skills include Micros system cashier program.

## ■ EMPLOYER REQUIREMENTS (*continued*)

### Important job qualifications and skills as reported in statewide surveys:

#### Technical

Ability to follow purchasing procedures  
Cash handling skills  
Understanding of inventory techniques  
Ability to operate a cash register  
Knowledge of drink recipes

#### Physical

Good memory skills  
Ability to stand continuously for 2 or more hours  
Ability to lift at least 50 lbs. repeatedly

#### Personal or other

Willingness to work with close supervision  
Public contact skills  
Ability to work independently  
Ability to work under pressure  
Ability to deal effectively with difficult individuals.  
Basic math skills  
Ability to read and follow instructions  
Ability to write legibly  
Oral communication skills

## ■ SUPPLY AND DEMAND

### Degree of difficulty in finding qualified applicants:

Experienced and inexperienced – *Moderately difficult*.  
Due to high turnover, demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times. Qualified applicants encounter little competition in their job search.

### Primary recruitment methods:

Walk-in applicants .....	88%
Newspaper ads .....	50%
Employee referrals .....	38%
In-house promotion or transfer .....	38%

### Hired in the past 12 months: 38

### Source of filled vacancies:

Promotions .....	0%
Employees leaving .....	100%
New positions .....	0%
Temporary, on call, or seasonal positions .....	0%

## ■ SIZE OF OCCUPATION

### EDD estimated occupation size 1997–2004:

Large (840 – 850 employees)

### Gender ratio as reported by responding employers:

Male - 57%    Female - 43%

## ■ WHERE THE JOBS ARE

Eating Places .....	49.1%
Drinking Places .....	27.0%
Hotels and Motels .....	8.4%
Civic and Social Associations .....	6.8%
Other .....	8.7%

## ■ PROJECTIONS

### Two year projections as reported by responding employers:

Grow - 6%    Remain Stable - 94%    Decline - 0%

### EDD OCCUPATIONAL FORECAST 1997–2004

#### Projected job openings for 7-year period: 240

Due to growth - 10

Due to separations - 230

#### Projected job growth rate for 7-year period:

1.2% (Slower than average)

Average growth rate for all occupations - 16.9%

## ■ OTHER INFORMATION

### Shifts worked:

Day - 75%    Swing - 69%    Graveyard - 6%    Other - 31%  
Other shifts reported: Night and evening.

### Promotional opportunities:

**Most** responding employers (63%) promote their employees to higher level positions.

### Skills important for career advancement:

Knowledge of Point of Sales terminal program and ability to be accurate.

### Additional information:

*U.S. Department of Labor Occupational Outlook Handbook; 2000–2001 edition, page 338.*

*See Appendix C starting on page 168 for Training Providers in this occupation.*

# Bus and Truck Mechanics and Diesel Engine Specialists

Employers Responded: 18 • Employees Covered: 131

Bus and Truck Mechanics and Diesel Engine Specialists repair and maintain the operating condition of trucks, buses, and all types of diesel engines. Please include mechanics working primarily with automobile diesel engines.

## WAGES AND BENEFITS

	Union		Non-union	
	Range	Median	Range	Median
New hires, no prior experience	NA	NA	NA	NA
New to firm, experienced	\$7.44 to \$28.89	\$17.07	\$ 9.00 to \$18.00	\$14.00
Three years with firm	\$9.31 to \$28.89	\$18.70	\$12.50 to \$23.00	\$19.00

**Most** responding employers (61%) reported that wages are subject to collective bargaining or union agreements.

Benefits (based on 18 firms)	Employer Pays All Full-time	Share Cost Full-time	Employee Pays All Full-time
Medical Insurance .....	72%	22%	0%
Dental Insurance .....	78%	17%	0%
Vision Insurance .....	72%	11%	0%
Life Insurance .....	56%	11%	6%
Sick Leave .....	72%	0%	0%
Vacation .....	83%	6%	6%
Retirement Plan .....	56%	39%	0%
Child Care .....	0%	6%	6%

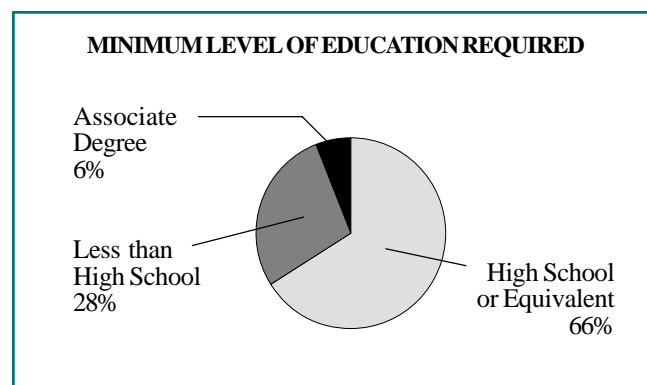
**Hours worked:** All employees work full-time, 46 hours per week weighted average.

## EMPLOYER REQUIREMENTS

	Required	Preferred	Not Required
Experience prior to employment .....	100%	0%	0%
Technical/Vocational training prior to employment .....	22%	28%	50%

**Experience:** Required experience in this occupation ranges from 12 to 60 months or an average of 27 months. Other acceptable experience listed by responding employers includes automotive service or repair. **Many** of these employers (56%) will accept training as a substitute for experience.

**Technical/Vocational training:** Required or preferred training ranges from 6 to 36 months or an average of 15 months. Training includes diesel engine mechanic, mechanic, and automotive or union apprenticeship.



**Desired computer software skills:** Some responding employers (22%) seek computer skills as follows: Word Processing - 40% Spreadsheet - 20% Data Base - 40% Desktop Publishing - 0% Other - 80% Other skills include diagnostic and engine system testing, Word, and occupational or industry related programs.

## ■ EMPLOYER REQUIREMENTS *(continued)*

### Important job qualifications and skills as reported by employers:

#### Technical

Ability to operate electronic diagnostic equipment  
 Knowledge of hydraulics  
 Shop math skills  
 Ability to implement safe work practices  
 Ability to use precision and power hand tools  
 Welding skills  
 Electrical and mechanical troubleshooting skills  
 Ability to maintain shop and service records  
 Ability to tune up diesel engines

#### Personal or other

Pay close attention to detail  
 Ability to work independently  
 Willingness to work with close supervision  
 Possession of a good Department of Motor Vehicle driving record  
 Ability to read and follow instructions  
 Oral communication skills  
 Willingness to take a pre-employment drug test

## ■ SUPPLY AND DEMAND

### Degree of difficulty in finding qualified applicants:

Experienced – *Moderately difficult*. Demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times. Qualified applicants encounter little competition in their job search.

### Primary recruitment methods:

Employee referrals ..... 61%  
 Newspaper ads ..... 61%  
 Walk-in applicants ..... 44%  
 In-house promotion or transfer ..... 33%

### Hired in the past 12 months: 31

#### Source of filled vacancies:

Promotions ..... 16%  
 Employees leaving ..... 49%  
 New positions ..... 35%  
 Temporary, on call, or seasonal positions ..... 0%

## ■ SIZE OF OCCUPATION

### EDD estimated occupation size 1997–2004:

Medium (430 – 490 employees)

### Gender ratio as reported by responding employers:

Male - 100%      Female - 0%

## ■ WHERE THE JOBS ARE

Trucking and Courier Services ..... 13.2%  
 Truck Rental and Leasing ..... 12.6%  
 Elementary and Secondary Schools ..... 8.6%  
 School Buses ..... 7.9%  
 Other ..... 57.7%

## ■ PROJECTIONS

### Two year projections as reported by responding employers:

Grow - 28%      Remain Stable - 72%      Decline - 0%

#### EDD OCCUPATIONAL FORECAST 1997–2004

#### Projected job openings for 7-year period: 130

Due to growth - 60

Due to separations - 70

#### Projected job growth rate for 7-year period:

14% (Slower than average)

Average growth rate for all occupations - 16.9%

## ■ OTHER INFORMATION

### Shifts worked:

Day - 100%      Swing - 11%      Graveyard - 6%      Other - 0%

### Promotional opportunities:

Most responding employers (61%) promote their employees to higher level positions.

### Skills important for career advancement:

Supervisory and management skills, ability to schedule and keep records, and knowledge of equipment and company.

### Additional information:

EDD California Occupational Guide, No. 551;  
 U.S. Department of Labor Occupational Outlook Handbook, 2000–2001 edition, page 387.

See Appendix C starting on page 168 for Training Providers in this occupation.

# CABINETMAKERS

## Cabinetmakers and Bench Carpenters

Employers Responded: 16 • Employees Covered: 91

Cabinetmakers and Bench Carpenters cut, shape, and assemble wooden articles, such as store fixtures, office equipment, cabinets, and high grade furniture. They set up and operate a variety of machines, such as power saws, jointers, mortisers, tenoners, molders, and shapers to cut and shape parts from wood stock.

### WAGES AND BENEFITS

	<i>Range</i>	<i>Median</i>
New hires, no prior experience	\$ 6.00 to \$ 8.00	\$ 7.00
New to firm, experienced	\$ 8.00 to \$17.00	\$12.00
Three years with firm	\$12.00 to \$37.00	\$16.00

**Other forms of compensation:** Few responding employers (less than 20%) report bonuses that vary.

**All** employees have non-union status.

Benefits (based on 12 responding employers)	Full-time	Part-time
Medical Insurance .....	83%	0%
Paid Vacation .....	25%	0%
Dental Insurance .....	17%	8%
Vision Insurance .....	17%	8%
Life Insurance .....	8%	0%
Paid Sick Leave .....	8%	0%
Retirement Plan .....	0%	0%
Child Care .....	0%	0%

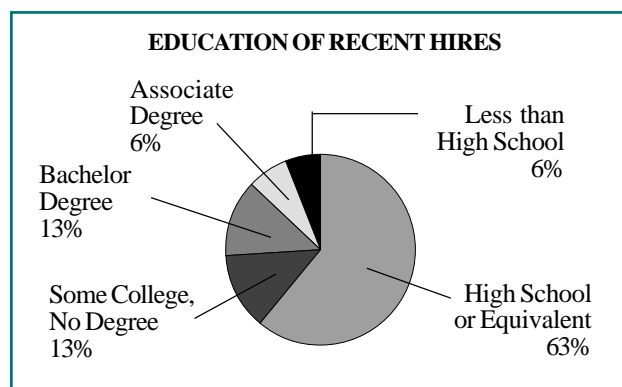
**Hours worked:** Almost all employees (98%) work full-time, 40 hours per week weighted average.

### EMPLOYER REQUIREMENTS

	<i>Always</i>	<i>Usually</i>	<i>Sometimes</i>	<i>Never</i>
Experience required prior to employment .....	56%	25%	19%	0%
Training as a substitute for work experience .....	0%	13%	38%	50%

**Experience:** All responding employers require or prefer between 3 and 120 months of Cabinetmaker and Bench Carpenter related work experience.

**Training or certification prior to employment:**  
None reported.



**Desired computer software skills:** Few responding employers (less than 20%) seek computer skills as follows:  
 Data Base - 0%    Spreadsheet - 0%    Word Processing - 0%    Desktop Publishing - 0%    Other - 100%  
 Other skills include Computer-aided design (CAD).



## ■ EMPLOYER REQUIREMENTS *(continued)*

### Important job qualifications and skills as reported in statewide surveys:

#### Technical

Ability to use hand tools  
 Ability to operate wood saws  
 Ability to read working drawings  
 Ability to set up woodworking machines  
 Finishing carpentry skills  
 Ability to work with Formica

#### Physical

Ability to lift at least 50 lbs. repeatedly  
 Full use of hands, arms and fingers  
 Good vision

#### Personal or other

Ability to get along with others  
 Ability to work independently  
 Ability to tolerate dust and fumes  
 Ability to tolerate noise  
 Willingness to work with close supervision  
 Ability to follow oral instructions  
 Ability to follow safe work practices  
 Ability to read and follow instructions  
 Ability to write legibly

### New skills needed over the next 3 years:

**Most** responding employers (75%) reported new skills that included learning computer-aided design (CAD), automated machinery, computer numerical control (CNC), and specialized in-house programs.

## ■ SUPPLY AND DEMAND

### Degree of difficulty in finding qualified applicants:

	<i>Not difficult</i>	<i>A little difficult</i>	<i>Somewhat difficult</i>	<i>Very difficult</i>
Experienced:	0%	0%	38%	63%
Inexperienced:	0%	25%	75%	0%

Employer demand is considerably greater than supply of qualified applicants. Employers often cannot find qualified applicants when an opening exists.

### Primary recruitment methods:

Newspaper ads .....	69%
Employee referrals .....	69%
Unsolicited applicants .....	31%
Other - Word of mouth, CalJOBS, Internet .....	25%

### Hired in the past 12 months: 26

#### Source of filled vacancies:

Promotions .....	0%
Employees leaving .....	38%
New positions .....	58%
Temporary or seasonal .....	4%

## ■ SIZE OF OCCUPATION

### EDD estimated occupation size 1997–2004:

Small (130 – 150 employees)

### Gender ratio as reported by responding employers:

Male - 100%    Female - 0%

## ■ WHERE THE JOBS ARE

Manufacturing .....	41.5%
Construction .....	31.7%
Retail: Furniture .....	17.1%
Other .....	9.7%

## ■ PROJECTIONS

### Three year projections as reported by responding employers:

Grow - 75%    Remain Stable - 25%    Decline - 0%

### EDD OCCUPATIONAL FORECAST 1997–2004

#### Projected job openings for 7-year period: 30

Due to growth - 20

Due to separations - 10

#### Projected job growth rate for 7-year period:

15.4% (Average)

Average growth rate for all occupations - 16.9%

## ■ OTHER INFORMATION

### Promotional opportunities:

**Many** responding employers (44%) promote their employees to higher level positions.

### Additional information:

*EDD California Occupational Guide, No. 23; U.S. Department of Labor Occupational Outlook Handbook, 2000–2001 edition, page 484.*

*See Appendix C starting on page 168 for Training Providers in this occupation.*

# Civil Engineers

Employers Responded: 17 • Employees Covered: 89

Civil Engineers perform a variety of engineering work in planning, designing, and overseeing construction and maintenance of structures and facilities, such as roads, railroads, airports, bridges, harbors, channels, dams, irrigation projects, pipelines, power plants, water and sewage systems, and waste disposal units. Please include Traffic Engineers who specialize in studying vehicular and pedestrian conditions.

## WAGES AND BENEFITS

	<i>Range</i>	<i>Median</i>
New hires, no prior experience	\$15.34 to \$22.60	\$17.02
New to firm, experienced	\$16.78 to \$31.10	\$21.58
Three years with firm	\$21.10 to \$36.63	\$24.82

**Few** responding employers (less than 20%) reported that wages are subject to collective bargaining or union agreements.

Benefits (based on 17 firms)	Employer Pays All Full-time	Share Cost Full-time	Employee Pays All Full-time
Medical Insurance .....	47%	47%	6%
Dental Insurance .....	41%	29%	18%
Vision Insurance .....	29%	24%	12%
Life Insurance .....	65%	6%	6%
Sick Leave .....	65%	18%	6%
Vacation .....	82%	12%	6%
Retirement Plan .....	65%	12%	12%
Child Care .....	6%	0%	12%

**Hours worked:** Almost all employees (97%) work full-time, 41 hours per week weighted average.

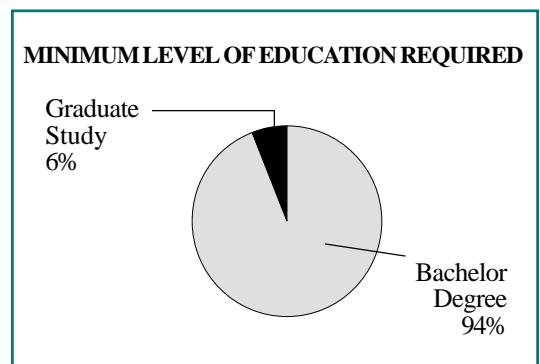
## EMPLOYER REQUIREMENTS

	<i>Required</i>	<i>Preferred</i>	<i>Not Required</i>
Experience prior to employment .....	65%	24%	12%
Technical/Vocational training prior to employment .....	0%	0%	100%

**Experience:** Related work experience, required or preferred, ranges from 3 to 60 months or an average of 36 months. **Some** of these employers (20%) will accept training as a substitute for experience.

**Technical/Vocational training:** Included in Minimum Level of Education Required. **All** responding employers require a bachelor's degree with major course work in civil engineering or a related field.

**Legally mandated requirements:** Registration for Professional Engineers is required of all consulting Civil Engineers and those responsible for approving plans, specifications and reports. Licensing requirements include six years of experience; graduation from an approved engineering curriculum will provide credit for 4 of the 6 years. Civil applicants must take an additional examination on seismic principles and engineering surveying principles. *California License Handbook, 5th Edition 1997, pages 66 and 67; California Occupational Guide No. 39*



**Desired computer software skills:** All responding employers seek computer skills as follows:

Word Processing - 71%      Spreadsheet - 65%      Data Base - 35 %      Desktop Publishing - 6 %      Other - 71%  
Other skills include AutoCAD and CAD.

## ■ EMPLOYER REQUIREMENTS (*continued*)

### Important job qualifications and skills as reported in statewide surveys:

#### Technical

Ability to apply principles of hazardous and toxic waste disposal  
 Knowledge of hydraulics  
 Report writing skills  
 Ability to apply principles of transportation facility design  
 Ability to apply principles of structural building design  
 Cost estimating skills  
 Surveying skills  
 Computer assisted design (CAD) skills  
 Engineering programming skills  
 Civil Engineer registration  
 Ability to calculate weight, volume, stress factors  
 Ability to perform advanced mathematical computations  
 Analytical skills

#### Personal or other

Organizational skills  
 Willingness to work with close supervision  
 Willingness to travel  
 Willingness to work overtime  
 Ability to work independently  
 Ability to read and follow instructions  
 Ability to write legibly  
 Oral communication skills

## ■ SUPPLY AND DEMAND

### Degree of difficulty in finding qualified applicants:

Experienced – *Very difficult*. Demand is considerably greater than supply of qualified applicants. Employers often cannot find qualified applicants when an opening exists.

Inexperienced – *Moderately difficult*. Demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times. Qualified applicants encounter little competition in their job search.

### Primary recruitment methods:

Newspaper ads ..... 65%  
 Employee referrals ..... 35%  
 Trade journals ..... 29%

### Hired in the past 12 months: 24

#### Source of filled vacancies:

Promotions ..... 42%  
 Employees leaving ..... 25%  
 New positions ..... 33%  
 Temporary, on call, or seasonal positions ..... 0%

## ■ SIZE OF OCCUPATION

### EDD estimated occupation size 1997–2004:

Medium (540 – 600 employees)

### Gender ratio as reported by responding employers:

Male - 88%    Female - 12%

## ■ WHERE THE JOBS ARE

Engineering Services ..... 45.3%  
 Local Government ..... 30.9%  
 Federal Government ..... 10.9%  
 Telephone Communications ..... 6.2%  
 Other ..... 6.7%

## ■ PROJECTIONS

### Two year projections as reported by responding employers:

Grow - 41%    Remain Stable - 59%    Decline - 0%

### EDD OCCUPATIONAL FORECAST 1997–2004

#### Projected job openings for 7-year period: 150

Due to growth - 60

Due to separations: - 90

#### Projected job growth rate for 7-year period:

11.1% (Slower than average)

Average growth rate for all occupations - 16.9%

## ■ OTHER INFORMATION

### Shifts worked:

Day - 100%    Swing - 0%    Graveyard - 0%    Other - 12%

### Promotional opportunities:

Many responding employers (47%) promote their employees to higher level positions.

### Skills important for career advancement:

Continuing education for Professional Engineer license, supervisory and project management skills.

### Additional information:

EDD California Occupational Guide, No. 39; U.S. Department of Labor Occupational Outlook Handbook, 2000–2001 edition, page 90.

# Computer Aided Design (CAD) Technicians

Employers Responded: 19 • Employees Covered: 84

Computer Aided Design (CAD) Technicians operate computer-aided design systems and peripheral equipment to draft and modify drawings from rough or detailed sketches or notes to specified dimensions for manufacturing, construction, engineering, or other purposes. They utilize knowledge of various CAD programs, machines, engineering practices, mathematics, building materials, and other physical sciences to complete drawing.

**Note:** Please see page 10 for an explanation of Non-OES occupations.

## WAGES AND BENEFITS

	Non-Union	
	<i>Range</i>	<i>Median</i>
New hires, no prior experience	\$ 5.75 to \$14.38	\$10.00
New to firm, experienced	\$11.51 to \$19.18	\$14.00
Three years with firm	\$13.90 to \$25.00	\$19.00

All responding employers reported that wages are not subject to collective bargaining or union agreements.

Benefits (based on 19 firms)	Employer Pays All Full-time	Share Cost Full-time	Employee Pays All Full-time
Medical Insurance .....	42%	47%	0%
Dental Insurance .....	37%	37%	5%
Vision Insurance .....	37%	32%	16%
Life Insurance .....	53%	16%	5%
Sick Leave .....	58%	0%	0%
Vacation .....	84%	0%	0%
Retirement Plan .....	37%	37%	11%
Child Care .....	5%	0%	0%

**Hours worked:** Almost all employees (94%) work full-time, 40 hours per week weighted average.

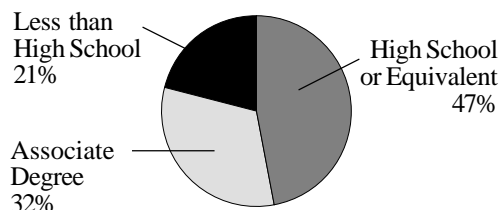
## EMPLOYER REQUIREMENTS

	<i>Required</i>	<i>Preferred</i>	<i>Not Required</i>
Experience prior to employment .....	74%	26%	0%
Technical/Vocational training prior to employment .....	53%	37%	11%

**Experience:** Related work experience, required or preferred, ranges from 6 to 36 months or an average of 20 months. Other acceptable experience listed by responding employers includes drafting. **Many** of these employers (58%) will accept training as a substitute for experience.

**Technical/Vocational training:** Required or preferred training ranges from 6 to 36 months or an average of 16 months. Training includes CAD, AutoCAD, architecture, design, and drafting programs.

### MINIMUM LEVEL OF EDUCATION REQUIRED



**Desired computer software skills:** All responding employers seek computer skills as follows:

Word Processing - 58 %    Spreadsheet - 47%    Data Base - 26%    Desktop Publishing - 32%    Other - 100%  
 Skills include AutoCAD, Word, CAD, E-mail, Internet, Excel, Windows 95, PowerPoint, Access, Adobe PhotoShop, Novell, MS-DOS, Adobe Illustrator, Adobe PageMaker, Corel Draw, Gibbs, HTML, Pro E, Solid Works, and Windows for Workgroups.

## ■ EMPLOYER REQUIREMENTS (*continued*)

### Important job qualifications and skills as reported in the California Occupational Guide 2004B:

#### Technical

Drafting and design skills  
 Knowledge of automated systems  
 Knowledge of basic engineering principles  
 Knowledge of Computer-integrated Manufacturing (CIM)  
 Ability to adapt to changing technologies  
 Advanced math skills  
 Ability to use tools  
 Abstract reasoning skills  
 Creative thinking skills  
 Mechanical ability  
 Problem solving skills  
 Ability to perform multiple and varied tasks

#### Personal or other

Willingness to work under close supervision  
 Ability to concentrate  
 Manual dexterity  
 Ability to read and follow instructions  
 Ability to write legibly  
 Oral communication skills

## ■ SUPPLY AND DEMAND

### Degree of difficulty in finding qualified applicants:

Experienced – *Very difficult*. Demand is considerably greater than the supply of qualified applicants. Employers often cannot find qualified applicants when an opening exists. Qualified applicants encounter no competition in their job search.

Inexperienced – *Moderately difficult*. Demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times. Qualified applicants encounter little competition in their job search.

### Primary recruitment methods:

Employee referrals .....	67%
Newspaper ads .....	50%
School/program referrals .....	39%

### Hired in the past 12 months: 17

#### Source of filled vacancies:

Promotions .....	12%
Employees leaving .....	53%
New positions .....	35%
Temporary, on call, or seasonal positions .....	0%

## ■ SIZE OF OCCUPATION

### EDD estimated occupation size 1997–2004:

Not available

### Gender ratio as reported by responding employers:

Male - 87%    Female - 13%

## ■ WHERE THE JOBS ARE

### Based on 1999 Survey:

Manufacturing  
 Drafting Services  
 Engineering Services  
 Industrial Machinery, NEC  
 Architectural Engineering Services

## ■ PROJECTIONS

### Two year projections as reported by responding employers:

Grow - 42%    Remain Stable - 58%    Decline - 0%

### EDD OCCUPATIONAL FORECAST 1997–2004

This is a non-OES emerging occupation and projections are not available that accurately reflect the employment growth and trends in Ventura County.

## ■ OTHER INFORMATION

### Shifts worked:

Day - 100%    Swing - 0%    Graveyard - 0%    Other - 11%

### Promotional opportunities:

**Almost all** responding employers (89%) promote their employees to higher level positions.

### Skills important for career advancement:

Keeping up-to-date with software programs; management, supervisory, or organizational skills; and willingness to learn.

### Additional information:

*EDD California Occupational Guide, No. 210, 338, 2004B; U.S. Department of Labor Occupational Outlook Handbook, 2000–2001 edition, pages 96 and 98.*

*See Appendix C starting on page 168 for Training Providers in this occupation.*



# Computer Network Technicians

Employers Responded: 17 • Employees Covered: 58

Computer Network Technicians install and maintain personal computers and connect them to local and/or wide area networks (LANs/WANs). Technicians perform troubleshooting, diagnosis, and repair of computers and peripheral equipment; they also work on network related hardware and software problems. They may assign passwords, use manuals, maintain a variety of logs and communicate with Network Managers or others about specific system problems. In addition, they may provide training and education to other staff on network operations, applications, and usage.

**Note:** Please see page 10 for an explanation of Non-OES occupations.

## WAGES AND BENEFITS

	Non-Union		Subject to Collective Bargaining or Union Agreements	
	Range	Median	Range	Median
New hires, no prior experience	\$10.00 to \$17.50	\$17.36	NA	NA
New to firm, experienced	\$11.51 to \$21.10	\$16.78	\$13.83 to \$18.38	\$16.91
Three years with firm	\$14.38 to \$25.00	\$19.18	\$16.28 to \$21.27	\$20.04

**Some** responding employers (24%) reported that wages are subject to collective bargaining or union agreements.

Benefits (based on 17 firms)	Employer Pays All Full-time	Share Cost Full-time	Employee Pays All Full-time
Medical Insurance .....	47%	47%	0%
Dental Insurance .....	47%	41%	0%
Vision Insurance .....	41%	24%	12%
Life Insurance .....	82%	6%	0%
Sick Leave .....	94%	6%	0%
Vacation .....	100%	0%	0%
Retirement Plan .....	47%	35%	12%
Child Care .....	0%	0%	0%

**Hours worked:** Almost all employees (98%) work full-time, 42 hours per week weighted average.

## EMPLOYER REQUIREMENTS

	Required	Preferred	Not Required
Experience prior to employment .....	82%	18%	0%
Technical/Vocational training prior to employment .....	47%	35%	18%

**Experience:** Required or preferred experience in this occupation ranges from 6 to 36 months or an average of 22 months. **Many** of these employers (47%) will accept training as a substitute for experience.

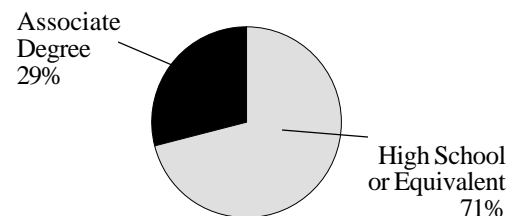
**Technical/Vocational training:** Required or preferred training ranges from 6 to 24 months or an average of 16 months. Training includes computer science, network related programs, Microsoft certification, and other application certification.

**Legally mandated requirements:** FCC license required for Wide Area Network Technicians. — *EDD Emerging Occupations Guide, 2001A, Network Control Technicians*

**Desired computer software skills:** All responding employers seek computer skills as follows:

Word Processing - 100%    Spreadsheet - 100%    Data Base - 94%    Desktop Publishing - 41%    Other - 100%  
Skills include E-mail, Excel, Word, Windows NT, Internet, Windows 95, Access, Windows 98, Novell, PowerPoint, MS-DOS, PC Anywhere, Lotus, UNIX, Windows for Workgroups, dBase, WordPerfect, Adobe PageMaker, Adobe PhotoShop, HTML, Adobe Illustrator, Corel Draw, Filemaker Pro, Java, Oracle, and Linux. (Some software programs may only require installation knowledge).

### MINIMUM LEVEL OF EDUCATION REQUIRED



## ■ EMPLOYER REQUIREMENTS (*continued*)

**Important job qualifications and skills as reported in EDD Emerging Occupations Guide 2001A, Network Control Technician and LAN/WAN Network Managers:**

### Technical

Up-to-date knowledge of at least one brand of LAN/WAN software, hardware and operating system  
 Ability to communicate technical information to non-technically trained users  
 Knowledge in network-related software  
 Mechanical aptitude  
 Ability to keep accurate repair and troubleshooting logs  
 Ability to keep accurate records of equipment registration information  
 Ability to use operating manuals  
 Ability to analyze data to solve problems

### Personal or other

Willingness to work with close supervision  
 Ability to work independently  
 Basic math skills  
 Ability to read and follow instructions  
 Ability to write legibly  
 Oral communication skills

## ■ SUPPLY AND DEMAND

### Degree of difficulty in finding qualified applicants:

Experienced and inexperienced – *Moderately difficult*. Demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times. Qualified applicants encounter little competition in their job search.

### Primary recruitment methods:

Newspaper ads .....	82%
Employee referrals .....	59%
Internet .....	53%

### Hired in the past 12 months: 26

#### Source of filled vacancies:

Promotions .....	8%
Employees leaving .....	42%
New positions .....	46%
Temporary, on call, or seasonal positions .....	4%

## ■ SIZE OF OCCUPATION

**EDD estimated California occupation size 1990 –2005:**  
 Very large (6,050 - 11,660 employees)\*

**Gender ratio as reported by responding employers:**  
 Male - 86%    Female - 14%

## ■ WHERE THE JOBS ARE

### Based on 1999 survey:

Government  
 Education  
 Telephone Communications  
 Business Services  
 Banking Institutions  
 Research and Testing Services

## ■ PROJECTIONS

### Two year projections as reported by responding employers:

Grow - 71%    Remain Stable - 29%    Decline - 0%

### CALIFORNIA PROJECTED JOB OUTLOOK 1990–2005\*

The following figures reflect *California* employment projections for the broad group Computer Scientists which includes Network Control Technicians.

#### Projected job openings for 15-year period: 6,750

Due to growth - 5,610

Due to separations - 1,140

**Projected job growth:** Much faster than average

## ■ OTHER INFORMATION

### Shifts worked:

Day - 100%    Swing - 6%    Graveyard - 0%    Other - 0%

**Promotional opportunities:** Most responding employers (76%) promote their employees to higher level positions.

### Skills important for career advancement:

Continuing education, keeping current with upgrades and new technology, knowledge of network management, and supervisory skills.

### Additional information:

\*EDD *California Emerging Occupational Guide, No. 2001A; U.S. Department of Labor Occupational Outlook Handbook, 2000–2001 edition, page 109.*

*See Appendix C starting on page 168 for Training Providers in this occupation.*

# Computer Support Specialists

Employers Responded: 15 • Employees Covered: 98

Computer Support Specialists provide technical assistance and training to computer system users. Investigate and resolve computer software and hardware problems of users. Answer clients' inquiries in person and via telephone concerning the use of computer hardware and software, including printing, word processing, programming languages, electronic mail, and operating systems.

## WAGES AND BENEFITS

	<i>Range</i>	<i>Median</i>
New hires, no prior experience	\$10.00 to \$14.38	\$12.70
New to firm, experienced	\$10.44 to \$23.44	\$18.03
Three years with firm	\$11.40 to \$27.91	\$21.31

**Few** responding employers (less than 20%) reported that wages are subject to collective bargaining or union agreements.

Benefits (based on 15 firms)	Employer Pays All Full-time	Share Cost Full-time	Employee Pays All Full-time
Medical Insurance .....	53%	47%	0%
Dental Insurance .....	40%	40%	7%
Vision Insurance .....	20%	47%	0%
Life Insurance .....	53%	33%	0%
Sick Leave .....	93%	0%	0%
Vacation .....	100%	0%	0%
Retirement Plan .....	27%	40%	13%
Child Care .....	0%	13%	7%

**Hours worked:** **Almost all** employees (97%) work full-time, 40 hours per week weighted average hours.

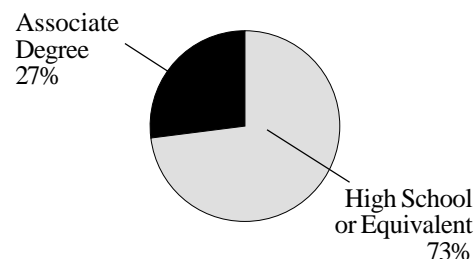
## EMPLOYER REQUIREMENTS

	<i>Required</i>	<i>Preferred</i>	<i>Not Required</i>
Experience prior to employment .....	80%	20%	0%
Technical/Vocational training prior to employment .....	33%	20%	47%

**Experience:** Required or preferred experience in this occupation ranges from 3 to 36 months or an average of 18 months. Other acceptable experience listed by responding employers includes computer related positions. **Many** of these employers (53%) will accept training as a substitute for experience.

**Technical/Vocational training:** Required or preferred training ranges from 6 to 24 months or an average of 11 months. Training includes software applications, certification programs, and computer technician courses.

MINIMUM LEVEL OF EDUCATION REQUIRED



**Desired computer software skills:** All responding employers seek computer skills as follows:

Word Processing - 100%    Spreadsheet - 93%    Data Base - 93%    Desktop Publishing - 47%    Other - 73%  
Reported skills include Word, Access, Excel, MS Office, industry programs, the Internet, and Windows environment.

## ■ EMPLOYER REQUIREMENTS *(continued)*

### Important job qualifications and skills as reported by employers:

#### Technical

Ability to identify software errors or diagnostic messages  
 Ability to read and comprehend technical information  
 Ability to troubleshoot  
 Ability to use operating manuals  
 Ability to utilize good teaching techniques  
 Ability to write effectively  
 Knowledge of computer hardware and operating systems  
 Knowledge of software applications  
 Problem solving skills  
 Record keeping skills  
 Understanding of local area networks (LAN)  
 Understanding of wide area networks (WAN)

#### Personal or other

Ability to communicate with computer literate staff  
 Ability to communicate technical information to non-technical staff  
 Ability to work independently  
 Ability to write legibly  
 Ability to work under pressure  
 Basic math skills  
 Customer service skills

## ■ SUPPLY AND DEMAND

### Degree of difficulty in finding qualified applicants:

Experienced and inexperienced – *Moderately difficult*. Demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times. Qualified applicants encounter little competition in their job search.

### Primary recruitment methods:

Newspaper Ads ..... 67%  
 Internet ..... 53%  
 Private Employment Agencies ..... 47%

### Hired in the past 12 months: 24

#### Source of filled vacancies:

Promotions ..... 13%  
 Employees leaving ..... 50%  
 New positions ..... 33%  
 Temporary, on call, or seasonal positions ..... 4%

## ■ SIZE OF OCCUPATION

### EDD estimated occupation size 1997–2004:

Medium/Large (650 - 900 employees)

### Gender ratio as reported by responding employers:

Male - 56%      Female - 44%

## ■ WHERE THE JOBS ARE

Computer and Computer Software Stores ..... 29.4%  
 Research and Testing Services ..... 22.0%  
 Electronic Components and Accessories ..... 15.9%  
 Colleges and Universities ..... 15.3%  
 Telephone Communications ..... 13.5%  
 Other ..... 3.9%

## ■ PROJECTIONS

### Two year projections as reported by responding employers:

Grow - 40%      Remain Stable - 60%      Decline - 0%

#### EDD OCCUPATIONAL FORECAST 1997– 2004

#### Projected job openings for 7-year period: 280

Due to growth - 250

Due to separations - 30

#### Projected job growth rate for 7-year period:

38.5% (Much faster than average)

Average growth rate for all occupations - 16.9%

## ■ OTHER INFORMATION

### Shifts worked:

Day - 100%      Swing - 7%      Graveyard - 0%      Other - 0%

### Promotional opportunities:

**Most** responding employers (73%) promote their employees to higher level positions.

### Skills important for career advancement:

Understanding of Management Information Systems (MIS), knowledge of network administration, and the possession of a software or manufacturer's certificate.

### Additional information:

U.S. Department of Labor Occupational Outlook Handbook, 2000–2001 edition, page 110.

See Appendix C starting on page 168 for Training Providers in this occupation.

# CONSTRUCTION MANAGERS

Employers Responded: 17 • Employees Covered: 45

Construction Managers plan, organize, direct, control, or coordinate, usually through subordinate supervisory personnel, activities concerned with the construction and maintenance of structures, facilities, and systems, including specialized construction fields, such as carpentry or plumbing. Please do not include general managers of large construction contracting firms.

## WAGES AND BENEFITS

	Non-union		Union	
	Range	Median	Range	Median
New hires, no prior experience	NA	NA	NA	NA
New to firm, experienced	\$11.51 to \$27.81	\$20.55	\$25.00 to \$35.00	\$28.77
Three years with firm	\$19.18 to \$31.17	\$24.39	\$28.77 to \$38.00	\$31.97

**Few** responding employers (less than 20%) report Construction Managers can make up to \$90,000 a year.

**Other forms of compensation:** **Few** responding employers (less than 20%) reported bonuses.

**Some** employees (36%) have union status.

Benefits (based on 15 responding employers)	Full-time	Part-time
Medical Insurance .....	100%	0%
Paid Vacation .....	80%	0%
Retirement Plan .....	73%	0%
Dental Insurance .....	53%	0%
Paid Sick Leave .....	53%	0%
Life Insurance .....	47%	0%
Vision Insurance .....	40%	0%
Child Care .....	13%	0%

**Hours worked:** All employees work full-time, 45 hours per week weighted average.

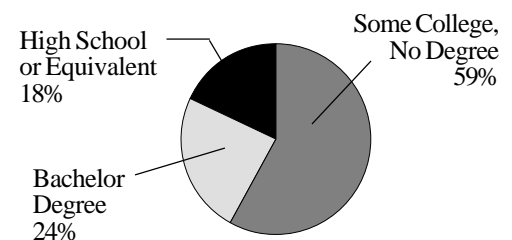
## EMPLOYER REQUIREMENTS

	Always	Usually	Sometimes	Never
Experience required prior to employment .....	100%	0%	0%	0%
Training as a substitute for work experience .....	0%	0%	0%	100%

**Experience:** All responding employers require between 24 and 120 months of Construction Manager or construction related work experience. Other experience listed by these employers includes Project or Senior Engineer.

**Training or certification prior to employment:** Some responding employers (24%) require 48 to 72 months of trades union training or journeyman certification. **Few** responding employers (less than 20%) require 3 months of quality control training.

EDUCATION OF RECENT HIRES



**Desired computer software skills:** Many responding employers (47%) seek computer skills as follows:

Spreadsheet - 100%    Word Processing - 88%    Data Base - 50%    Desktop Publishing - 0%    Other - 13%

Other skills include M/S Project.



## ■ EMPLOYER REQUIREMENTS (*continued*)

### Important job qualifications and skills as reported in statewide surveys:

#### Technical

Office management skills  
 Report writing skills  
 Ability to follow purchasing procedures  
 Understanding of the collective bargaining process  
 Civil engineering skills  
 Ability to estimate costs and submit bids  
 Ability to hire and assign personnel  
 Landscape site planning skills  
 Understanding of commercial real estate practices  
 Understanding of building codes  
 Possession of contractor's license  
 Understanding of construction terms  
 Understanding of contract law  
 Knowledge of EEO & affirmative action programs and guidelines  
 Knowledge of OSHA safety standards  
 Ability to perform advanced mathematical computations

#### Personal or other

Ability to work independently  
 Ability to write legibly  
 Oral communications skills

### New skills needed over the next 3 years:

Most responding employers (65%) reported new skills that included learning the Internet, Primavera scheduling, in-house programs, layout design software, and computer literacy.

## ■ SUPPLY AND DEMAND

### Degree of difficulty in finding qualified applicants:

	<i>Not difficult</i>	<i>A little difficult</i>	<i>Somewhat difficult</i>	<i>Very difficult</i>
Experienced:	0%	12%	24%	65%
Inexperienced:	N/A	N/A	N/A	N/A

Employer demand is considerably greater than supply of qualified applicants. Employers often cannot find qualified applicants when an opening exists.

### Primary recruitment methods:

In-house promotion or transfer .....	65%
Employee referrals .....	53%
Newspaper ads .....	35%

### Hired in the past 12 months: 8

#### Source of filled vacancies:

Promotions .....	0%
Employees leaving .....	38%
New positions .....	38%
Temporary or seasonal .....	25%

## ■ SIZE OF OCCUPATION

### EDD estimated occupation size 1997–2004:

Small/Medium (320–460 employees)

### Gender ratio as reported by responding employers:

Male - 98%    Female - 2%

## ■ WHERE THE JOBS ARE

Construction .....	66.9%
Services: Engineering .....	6.7%
Government .....	3.2%
Other .....	23.2%

## ■ PROJECTIONS

### Three year projections as reported by responding employers:

Grow - 53%    Remain Stable - 41%    Decline - 6%

#### EDD OCCUPATIONAL FORECAST 1997–2004

#### Projected job openings for 7-year period: 200

Due to growth - 140

Due to separations - 60

#### Projected job growth rate for 7-year period:

43.8% (Much faster than average)

Average growth rate for all occupations - 16.9%

## ■ OTHER INFORMATION

### Promotional opportunities:

Some responding employers (35%) promote their employees to higher level positions.

### Additional information:

*U.S. Department of Labor Occupational Outlook Handbook, 2000–2001 edition, page 31.*

*See Appendix C starting on page 168 for Training Providers in this occupation.*

# Cooks – Restaurant

Employers Responded: 17 • Employees Covered: 148

Restaurant Cooks prepare, season, and cook soups, meats, vegetables, desserts, and other foodstuffs in restaurants. They may order supplies, keep records and accounts, price items on a menu, or plan the menu.

## WAGES AND BENEFITS

	<i>Range</i>	<i>Median</i>
New hires, no prior experience	\$ 5.75 to \$ 8.00	\$ 7.00
New to firm, experienced	\$ 6.00 to \$ 9.50	\$ 7.50
Three years with firm	\$8.00 to \$13.00	\$10.00

**Other forms of compensation:** **Few** responding employers (less than 20%) reported tips which are included in the above wage range. **Few** responding employers (less than 20%) report Sous Chefs can make up to \$32,000 a year, Executive Chefs up to \$65,000 a year.

All employees have non-union status.

Benefits (based on 13 responding employers)	Full-time	Part-time
Medical Insurance .....	92% .....	8% .....
Paid Vacation .....	69% .....	0% .....
Dental Insurance .....	62% .....	8% .....
Vision Insurance .....	54% .....	8% .....
Retirement Plan .....	54% .....	0% .....
Life Insurance .....	46% .....	8% .....
Paid Sick Leave .....	38% .....	0% .....
Child Care .....	0% .....	0% .....

**Hours worked:** **Most** employees (72%) work full-time, 39 hours per week weighted average. **Few** employees (less than 20%) work part-time, 24 hours per week weighted average, or 40 hours per week on a seasonal basis.

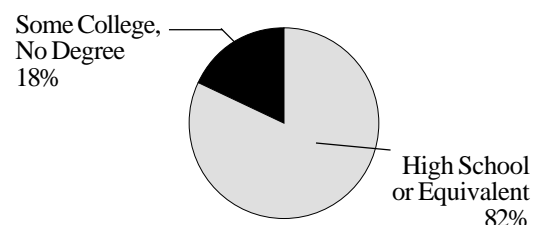
## EMPLOYER REQUIREMENTS

	<i>Always</i>	<i>Usually</i>	<i>Sometimes</i>	<i>Never</i>
Experience required prior to employment .....	53% .....	35% .....	12% .....	0% .....
Training as a substitute for work experience .....	0% .....	12% .....	35% .....	53% .....

**Experience:** All responding employers require or prefer between 6 and 36 months of Cook related work experience.

**Training or certification prior to employment:** **Few** responding employers (less than 20%) require 6 months of culinary school apprentice certification.

EDUCATION OF RECENT HIRES



**Desired computer software skills:** **Few** responding employers (less than 20%) seek computer skills as follows: Word Processing - 50% Spreadsheet - 0% Data Base - 0% Desktop Publishing - 0% Other - 100% Other skills include computer literacy and Lotus for menu planning.

## ■ EMPLOYER REQUIREMENTS (*continued*)

### Important job qualifications and skills as reported in statewide surveys:

#### Technical

Sauce making skills  
 Ability to plan and organize the work of others  
 Ability to cook ethnic foods  
 Food baking skills  
 Pastry making skills  
 Meat carving skills  
 Food buying skills  
 Menu planning skills  
 Ability to write effectively

#### Physical

Ability to pass a pre-employment medical examination  
 Ability to stand continuously for 2 or more hours  
 Ability to lift at least 30 lbs. repeatedly

#### Personal or other

Willingness to work with close supervision  
 Ability to work independently  
 Ability to work under pressure  
 Basic math skills  
 Ability to read and follow instructions  
 Ability to write legibly  
 Oral communication skills

### New skills needed over the next 3 years:

**Some** responding employers (24%) reported new skills that included enhanced computer skills, learning in-house restaurant programs, and keeping up with new methods, equipment, and health department guidelines.

## ■ SUPPLY AND DEMAND

### Degree of difficulty in finding qualified applicants:

	<i>Not difficult</i>	<i>A little difficult</i>	<i>Somewhat difficult</i>	<i>Very difficult</i>
Experienced:	6%	29%	18%	47%
Inexperienced:	0%	38%	50%	13%

Employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times.

### Primary recruitment methods:

Employee referrals .....	76%
In-house promotion or transfer .....	71%
Newspaper ads .....	59%

### Hired in the past 12 months: 33

### Source of filled vacancies:

Promotions .....	0%
Employees leaving .....	79%
New positions .....	18%
Temporary or seasonal .....	3%

## ■ SIZE OF OCCUPATION

### EDD estimated occupation size 1997–2004:

Very Large (1,750 – 1,930 employees)

### Gender ratio as reported by responding employers:

Male - 98%    Female - 2%

## ■ WHERE THE JOBS ARE

Retail trade: Restaurants .....	84.3%
Services: Hotels and Motels .....	9.7%
Other .....	6.0%

## ■ PROJECTIONS

### Three year projections as reported by responding employers:

Grow - 53%    Remain Stable - 47%    Decline - 0%

### EDD OCCUPATIONAL FORECAST 1997–2004

#### Projected job openings for 7-year period: 520

Due to growth - 180

Due to separations - 340

#### Projected job growth rate for 7-year period:

10.3% (Slower than average)

Average growth rate for all occupations - 16.9%

## ■ OTHER INFORMATION

### Promotional opportunities:

**Almost all** responding employers (88%) promote their employees to higher level positions.

### Additional information:

*EDD California Occupational Guide, No. 93; U.S. Department of Labor Occupational Outlook Handbook, 2000–2001 edition, page 336.*

*See Appendix C starting on page 168 for Training Providers in this occupation.*

# Cost Estimators

Employers Responded: 15 • Employees Covered: 35

Cost Estimators prepare cost estimates for manufacturing of products, construction projects, or services to aid management in bidding on or determining price of products or services. They may specialize according to a particular service performed or product produced.

## WAGES AND BENEFITS

	<i>Range</i>	<i>Median</i>
New hires, no prior experience	\$14.38 to \$19.18	\$16.78
New to firm, experienced	\$ 9.59 to \$31.25	\$20.00
Three years with the firm	\$14.38 to \$38.00	\$25.00

**Other forms of compensation:** Few responding employers (less than 20%) reported commissions that vary.

All employees have non-union status.

Benefits (based on 13 responding employers)	Full-time	Part-time
Medical Insurance .....	100% .....	0% .....
Paid Vacation .....	85% .....	8% .....
Paid Sick Leave .....	77% .....	8% .....
Retirement Plan .....	62% .....	0% .....
Dental Insurance .....	54% .....	0% .....
Vision Insurance .....	46% .....	0% .....
Life Insurance .....	46% .....	0% .....
Child Care .....	15% .....	0% .....

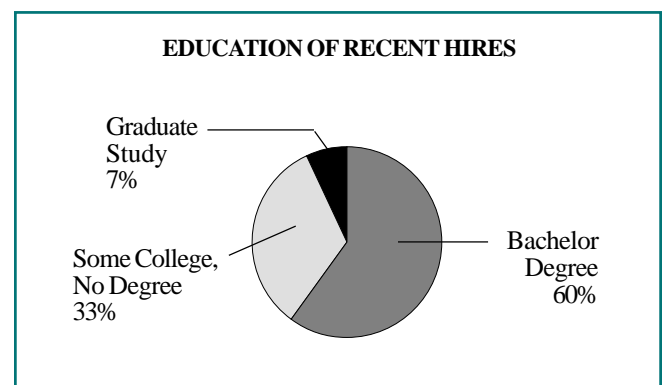
**Hours worked:** All employees work full-time, 42 hours per week weighted average.

## EMPLOYER REQUIREMENTS

	<i>Always</i>	<i>Usually</i>	<i>Sometimes</i>	<i>Never</i>
Experience required prior to employment .....	100% .....	0% .....	0% .....	0% .....
Training as a substitute for work experience .....	0% .....	0% .....	13% .....	87% .....

**Experience:** All responding employers require between 12 and 72 months of Cost Estimator related work experience. Other experience listed by these employers includes blueprint analyzing, finance, civil engineering, and construction.

**Training or certification prior to employment:** Few responding employers (less than 20%) require 48 months of training or certification that includes a bachelor's degree in finance, civil engineering, or geology.



**Desired computer software skills:** Almost all responding employers (80%) seek computer skills as follows:  
 Word Processing - 100%    Spreadsheet - 100%    Data Base - 75%    Desktop Publishing - 8%    Other - 50%  
 Other skills include estimating programs, P2 Scheduling, CAD, CAM, and Lotus.

## ■ EMPLOYER REQUIREMENTS (*continued*)

### Important job qualifications and skills as reported in statewide surveys:

#### Technical

Ability to prepare flow charts  
Accounting skills  
Ability to read blueprints  
Cost estimating skills  
Basic construction skills  
Understanding of building codes  
Ability to use spreadsheet software  
Ability to perform advanced mathematical computations  
Ability to write effectively  
Analytical skills

#### Personal or other

Willingness to work with close supervision  
Ability to pay attention to detail  
Ability to work independently  
Ability to work under pressure  
Ability to read and follow instructions  
Ability to write legibly  
Oral communication skills

### New skills needed over the next 3 years:

**Most** responding employers (73%) reported new skills that included continuous education in safety programs, new software, and industry programs.

## ■ SUPPLY AND DEMAND

### Degree of difficulty in finding qualified applicants:

	<i>Not difficult</i>	<i>A little difficult</i>	<i>Somewhat difficult</i>	<i>Very difficult</i>
Experienced:	7%	0%	27%	67%
Inexperienced:	50%	0%	50%	0%

Employer demand is considerably greater than supply of *experienced* qualified applicants. Employers often cannot find qualified applicants when an opening exists. Worker supply is somewhat larger than demand for *inexperienced* qualified applicants, and applicants may experience competition in job seeking.

### Primary recruitment methods:

Employee referrals .....	67%
Newspaper ads .....	60%
In-house promotion or transfer .....	40%
Private employment agencies .....	40%

### Hired in the past 12 months: 6

#### Source of filled vacancies:

Promotions .....	0%
Employees leaving .....	33%
New positions .....	67%
Temporary or seasonal .....	0%

## ■ SIZE OF OCCUPATION

### EDD estimated occupation size 1997–2004:

Small (240 – 300 employees)

### Gender ratio as reported by responding employers:

Male - 94%    Female - 6%

## ■ WHERE THE JOBS ARE

Construction .....	69.4%
Manufacturing .....	10.1%
Services .....	3.9%
Other .....	16.6%

## ■ PROJECTIONS

### Three year projections as reported by responding employers:

Grow - 47%    Remain Stable - 53%    Decline - 0%

#### EDD OCCUPATIONAL FORECAST 1997–2004

#### Projected job openings for 7-year period: 70

Due to growth - 60

Due to separations - 10

#### Projected job growth rate for 7-year period:

25% (Faster than average)

Average growth rate for all occupations - 16.9%

## ■ OTHER INFORMATION

### Promotional opportunities:

**Many** responding employers (40%) promote their employees to higher level positions.

### Additional information:

*U.S. Department of Labor Occupational Outlook Handbook, 2000–2001 edition, page 34.*

*See Appendix C starting on page 168 for Training Providers in this occupation.*



# COUNTER AND RENTAL CLERKS

Employers Responded: 15 • Employees Covered: 184

Counter and Rental Clerks receive articles and/or orders for services, such as rentals, repairs, dry-cleaning, and storage. They may compute cost and accept payment.

## WAGES AND BENEFITS

	<i>Range</i>	<i>Median</i>
New hires, no prior experience	\$5.75 to \$10.23	\$ 6.00
New to firm, experienced	\$6.00 to \$14.00	\$ 8.50
Three years with firm	\$6.50 to \$17.44	\$11.11

All employees have non-union status.

Benefits ( based on 10 responding employers)	Full-time	Part-time
Medical Insurance .....	100%	0%
Paid Vacation .....	90%	10%
Dental Insurance .....	70%	0%
Retirement Plan .....	60%	0%
Vision Insurance .....	50%	0%
Paid Sick Leave .....	50%	10%
Life Insurance .....	40%	0%
Child Care .....	0%	0%

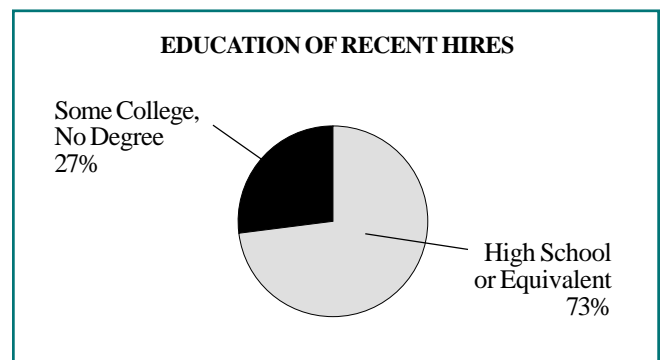
**Hours worked:** Most employees (70%) work part-time, 21 hours per week weighted average. Some employees (30%) work full-time, 40 hours per week weighted average.

## EMPLOYER REQUIREMENTS

	<i>Always</i>	<i>Usually</i>	<i>Sometimes</i>	<i>Never</i>
Experience required prior to employment .....	20%	27%	13%	40%
Training as a substitute for work experience .....	53%	7%	27%	13%

**Experience:** Most responding employers (60%) require or prefer between 3 and 60 months of related work experience.

**Training or certification prior to employment:**  
None reported.



**Desired computer software skills:** Many responding employers (53%) seek computer skills as follows:  
Data Base - 63%    Word Processing - 38%    Spreadsheet - 25%    Desktop Publishing - 13%    Other - 63%  
Other skills include computer literacy, business related programs, and Quick Books.

## ■ EMPLOYER REQUIREMENTS *(continued)*

### Important job qualifications and skills as reported in statewide surveys:

#### Technical

Cash handling skills  
Ability to use a calculator  
Ability to operate a cash register  
Bondable

#### Physical

Ability to stand continuously for 2 or more hours

#### Personal or other

Willingness to work with close supervision  
Ability to work independently  
Customer service skills  
Basic math skills  
Ability to read and follow instructions  
Ability to write legibly  
Oral communication skills

### New skills needed over the next 3 years:

Many responding employers (60%) reported new skills that included increased computer skills, learning specialized software, and networking.

## ■ SUPPLY AND DEMAND

### Degree of difficulty in finding qualified applicants:

	<i>Not difficult</i>	<i>A little difficult</i>	<i>Somewhat difficult</i>	<i>Very difficult</i>
Experienced:	0%	13%	47%	40%
Inexperienced:	23%	23%	31%	23%

Employer demand is considerably greater than supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times.

### Primary recruitment methods:

Newspaper ads .....	67%
Employee referrals .....	67%
Unsolicited applicants .....	40%
Employment Development Dept. ....	33%

### Hired in the past 12 months: 98

#### Source of filled vacancies:

Promotions .....	2%
Employees leaving .....	76%
New positions .....	14%
Temporary or seasonal .....	8%

## ■ SIZE OF OCCUPATION

### EDD estimated occupation size 1997–2004:

Large (890 – 1,110 employees)

### Gender ratio as reported by responding employers:

Female - 53%    Male - 47%

## ■ WHERE THE JOBS ARE

Video Tape Rental .....	25.8%
Dry-Cleaning, Laundry .....	16.0%
Passenger Car Rental .....	9.8%
Photocopying & Duplicating .....	6.8%
Equipment Rental .....	5.5%
Other .....	36.1%

## ■ PROJECTIONS

### Three year projections as reported by responding employers:

Grow - 53%    Remain Stable - 47%    Decline - 0%

### EDD OCCUPATIONAL FORECAST 1997–2004

#### Projected job openings for 7-year period: 480

Due to growth - 220

Due to separations - 260

#### Projected job growth rate for 7-year period:

24.7% (Faster than average)

Average growth rate for all occupations - 16.9%

## ■ OTHER INFORMATION

### Promotional opportunities:

Almost all responding employers (80%) promote their employees to higher level positions.

### Additional information:

*EDD California Occupational Guide, No. 511; U.S. Department of Labor Occupational Outlook Handbook, 2000–2001 edition, page 262.*

# Data Processing Equipment Repairers

Employers Responded: 15 • Employees Covered: 181

Data Processing Equipment Repairers repair, maintain, and install electronic computers (mainframes, minis, and micros), peripheral equipment, and word processing systems. Please do not include Non-Data Processing Equipment Repairers.

## WAGES AND BENEFITS

	<i>Range</i>	<i>Median</i>
New hires, no prior experience	\$ 6.00 to \$10.00	\$ 8.00
New to firm, experienced	\$ 9.00 to \$13.34	\$10.00
Three years with firm	\$10.70 to \$20.00	\$14.00

**Few** responding employers (less than 20%) reported that, after 3 years with the firm, Service Technicians with certification from major manufacturers, can make up to \$25.57 an hour.

**All** responding employers reported that wages are not subject to collective bargaining or union agreements.

<b>Benefits</b> (based on 15 firms)	<b>Employer Pays All Full-time</b>	<b>Share Cost Full-time</b>	<b>Employee Pays All Full-time</b>
Medical Insurance .....	47%	53%	0%
Dental Insurance .....	27%	27%	7%
Vision Insurance .....	13%	7%	7%
Life Insurance .....	27%	13%	0%
Sick Leave .....	53%	20%	0%
Vacation .....	73%	20%	0%
Retirement Plan .....	20%	20%	7%
Child Care .....	0%	0%	0%

**Hours worked:** **Almost all** employees (97%) work full-time, 40 hours per week weighted average.

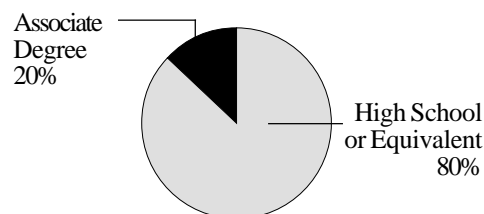
## EMPLOYER REQUIREMENTS

	<i>Required</i>	<i>Preferred</i>	<i>Not Required</i>
<b>Experience prior to employment</b> .....	40%	60%	0%
<b>Technical/Vocational training prior to employment</b> .....	40%	27%	33%

**Experience:** Related work experience, required or preferred, ranges from 6 to 24 months or an average of 14 months. **Most** of these employers (67%) will accept training as a substitute for experience.

**Technical/Vocational training:** Required or preferred training ranges from 1 to 24 months or an average of 12 months. Training includes Electronic Technologist certification equivalent to an AA degree, manufacturers or A+ certification programs, and other computer science or technology related programs.

MINIMUM LEVEL OF EDUCATION REQUIRED



**Desired computer software skills:** **All** responding employers seek computer skills as follows:

Word Processing - 67%    Spreadsheet - 40%    Data Base - 47%    Desktop Publishing - 7%    Other - 100%  
Skills include Word, Windows 95, Windows 98, Novell, E-mail, Internet, Windows NT, Excel, MS-DOS, Windows for Workgroups, UNIX, Access, PC Anywhere, Linux, Lotus, PowerPoint, and Quickbooks.

## ■ EMPLOYER REQUIREMENTS (*continued*)

### Important job qualifications and skills as reported in statewide surveys:

#### Technical

Ability to use analog computers  
 Ability to use digital computers  
 Ability to operate electronics testing equipment  
 Knowledge of EDP systems engineering  
 Ability to use diagnostic programs  
 Ability to operate peripheral equipment  
 Record keeping skills  
 Knowledge of mainframe hardware and operating systems  
 Knowledge of microcomputer hardware and operating systems  
 Knowledge of minicomputer hardware and operating systems  
 Possession of valid driver's license  
 Ability to write effectively  
 Problem solving skills

#### Personal or other

Possession of reliable vehicle  
 Willingness to work with close supervision  
 Public contact skills  
 Ability to work independently  
 Basic math skills  
 Ability to read and follow instructions  
 Ability to write legibly  
 Oral communication skills

## ■ SUPPLY AND DEMAND

### Degree of difficulty in finding qualified applicants:

Experienced – *Very difficult*. Due to growth, demand is considerably greater than the supply of qualified applicants. Employers often cannot find qualified applicants when an opening exists. Qualified applicants encounter no competition in their job search.

Inexperienced – *Moderately difficult*. Demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times. Qualified applicants encounter little competition in their job search.

### Primary recruitment methods:

Employee referrals .....	80%
Newspaper ads .....	47%
School/program referrals .....	40%
Walk-in applicants .....	40%

### Hired in the past 12 months: 59

### Source of filled vacancies:

Promotions .....	10%
Employees leaving .....	41%
New positions .....	49%
Temporary, on call, or seasonal positions .....	0%

## ■ SIZE OF OCCUPATION

### EDD estimated occupation size 1997–2004:

Small (230 – 310 employees)

### Gender ratio as reported by responding employers:

Male - 81%    Female - 19%

## ■ WHERE THE JOBS ARE

Computer Maintenance and Repairs .....	58.9%
Computer and Software Stores .....	11.0%
Telephone and Telegraph Apparatus .....	10.5%
Computer Integrated Systems Design .....	5.7%
Other .....	13.9%

## ■ PROJECTIONS

### Two year projections as reported by responding employers:

Grow - 60%    Remain Stable - 33%    Decline - 7%

### EDD OCCUPATIONAL FORECAST 1997–2004

#### Projected job openings for 7-year period: 140

Due to growth - 80

Due to separations - 60

#### Projected job growth rate for 7-year period:

34.8% (Much faster than average)

Average growth rate for all occupations - 16.9%

## ■ OTHER INFORMATION

### Shifts worked:

Day - 100%    Swing - 7%    Graveyard - 0%    Other - 0%

### Promotional opportunities:

**Most** responding employers (73%) promote their employees to higher level positions.

### Skills important for career advancement:

Continuing education and training and manufacturers' certification.

### Additional information:

*EDD California Occupational Guide, No. 152; U.S. Department of Labor Occupational Outlook Handbook, 2000–2001 edition, page 372.*

*See Appendix C starting on page 168 for Training Providers in this occupation.*

# DENTAL HYGIENISTS

## Dental Hygienists

Employers Responded: 15 • Employees Covered: 49

Dental Hygienists perform dental prophylactic treatments and instruct groups and individuals in the care of the teeth and mouth.

### WAGES AND BENEFITS

	Range	Median
New hires, no prior experience	\$30.00 to \$37.50	\$33.25
New to firm, experienced	\$30.00 to \$38.00	\$35.00
Three years with firm	\$34.38 to \$40.63	\$37.50

All responding employers (100%) reported that wages are not subject to collective bargaining or union agreements.

Benefits (based on 15 firms)	Employer Pays All		Share Cost		Employee Pays All	
	FT	PT	FT	PT	FT	PT
Medical Insurance .....	33%	0%	7%	7%	0%	7%
Dental Insurance .....	27%	27%	27%	40%	0%	7%
Vision Insurance .....	13%	0%	0%	0%	0%	7%
Life Insurance .....	20%	0%	0%	0%	0%	7%
Sick Leave .....	13%	0%	0%	0%	0%	0%
Vacation .....	27%	13%	0%	0%	0%	0%
Retirement Plan .....	13%	7%	13%	7%	7%	0%
Child Care .....	0%	0%	0%	0%	0%	0%

**Hours worked:** Most employees (65%) work part-time, 17 hours per week weighted average. Some employees (31%) work full-time, 31 to 37 hours per week weighted average.

### EMPLOYER REQUIREMENTS

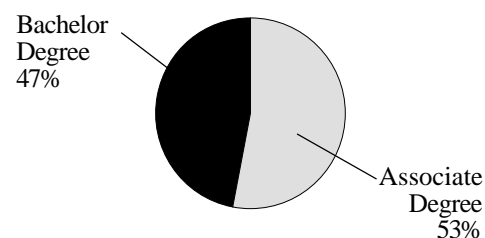
	Required	Preferred	Not Required
Experience prior to employment .....	20%	40%	40%
Technical/Vocational training prior to employment ....	100%	0%	0%

**Experience:** Required or preferred experience in this occupation ranges from 6 to 24 months or an average of 13 months. Other acceptable experience listed by responding employers includes Dental Assistant. Many of these employers (44%) will accept training as a substitute for experience.

**Technical/Vocational training:** All responding employers require 24 months of training. Training includes Dental Hygienist licensing program.

**Legally mandated requirements:** Dental Hygienists must be licensed in California. Registration requires graduation from a Board-approved dental hygiene program and the passing of Board examinations. — *California License Handbook, August 1999*

MINIMUM LEVEL OF EDUCATION REQUIRED



**Desired computer software skills:** Some responding employers (33%) seek computer skills as follows:  
 Word Processing - 40%      Spreadsheet - 0%      Data Base - 0%      Desktop Publishing - 0%      Other - 100%  
 Other skills include various dental databases and imaging programs.



## ■ EMPLOYER REQUIREMENTS (*continued*)

### Important job qualifications and skills as reported by employers:

#### Technical

Possession of a Dental Hygienist License  
 Possession of a Radiation Safety Certificate  
 Record keeping skills  
 Knowledge of anesthesiology

#### Physical

Arm-hand steadiness  
 Manual dexterity  
 Near vision (may be corrective)  
 Able to sit continuously for 2 or more hours

#### Personal or other

Good judgment and decision making skills  
 Social/People Skills  
 Oral communication  
 Pay close attention to detail  
 Ability to work independently  
 Ability to tolerate stress  
 Ability to perform routine, repetitive work  
 Reading and comprehension skills  
 Writing skills

## ■ SUPPLY AND DEMAND

### Degree of difficulty in finding qualified applicants:

Experienced – *Very difficult*. Demand is considerably greater than the supply of qualified applicants. Employers often cannot find qualified applicants when an opening exists. Qualified applicants encounter no competition in their job search.

Inexperienced – *Moderately difficult*. Demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times. Qualified applicants encounter little competition in their job search.

### Primary recruitment methods:

Newspaper ads .....	67%
Employee referrals .....	60%
School, program referrals .....	47%
Other - Dental Society .....	47%

### Hired in the past 12 months: 21

### Source of filled vacancies:

Promotions .....	0%
Employees leaving .....	43%
New positions .....	19%
Temporary, on call, or seasonal positions .....	38%

## ■ SIZE OF OCCUPATION

### EDD estimated occupation size 1997–2004:

Small (260 - 310 employees)

### Gender ratio as reported by responding employers:

Female - 100%    Male - 0%

## ■ WHERE THE JOBS ARE

Offices and Clinics of Dentists .....	89.9%
Other .....	10.1%

## ■ PROJECTIONS

### Two year projections as reported by responding employers:

Grow - 47%    Remain Stable - 53%    Decline - 0%

### EDD OCCUPATIONAL FORECAST 1997–2004

#### Projected job openings for 7-year period: 110

Due to growth - 50

Due to separations - 60

#### Projected job growth rate for 7-year period:

19.2% (Faster than average)

Average growth rate for all occupations - 16.9%

## ■ OTHER INFORMATION

### Shifts worked:

Day - 100%    Swing - 0%    Graveyard - 0%    Other - 0%

### Promotional opportunities:

**None** of the responding employers promote their employees to higher level positions.

### Additional information:

*U.S. Department of Labor Occupational Outlook Handbook 155, 2000–2001 edition, page 220.*

*See Appendix C starting on page 168 for Training Providers in this occupation.*

# Desktop Publishing – Graphic Designers

Employers Responded: 15 • Employees Covered: 63

Desktop Publishing-Graphic Designers use desktop publishing software to lay out pages, select size and style of type, and enter text and graphics into computer to produce printed materials, such as advertisements, brochures, newsletters, and forms, applying knowledge of graphic arts techniques and typesetting.

**Note:** Please see page 10 for an explanation of Non-OES occupations.

## WAGES AND BENEFITS

	<i>Range</i>	<i>Median</i>
New hires, no prior experience	\$ 8.00 to \$18.50	\$12.17
New to firm, experienced	\$10.00 to \$22.00	\$15.00
Three years with firm	\$15.00 to \$24.00	\$18.00

**Few** responding employers (less than 20%) reported that wages are subject to collective bargaining or union agreements.

Benefits (based on 15 firms)	Employer Pays All Full-time	Share Cost Full-time	Employee Pays All Full-time
Medical Insurance .....	33% .....	60% .....	0%
Dental Insurance .....	20% .....	27% .....	20%
Vision Insurance .....	13% .....	33% .....	7%
Life Insurance .....	27% .....	13% .....	7%
Sick Leave .....	73% .....	0% .....	0%
Vacation .....	100% .....	0% .....	0%
Retirement Plan .....	40% .....	27% .....	0%
Child Care .....	0% .....	0% .....	0%

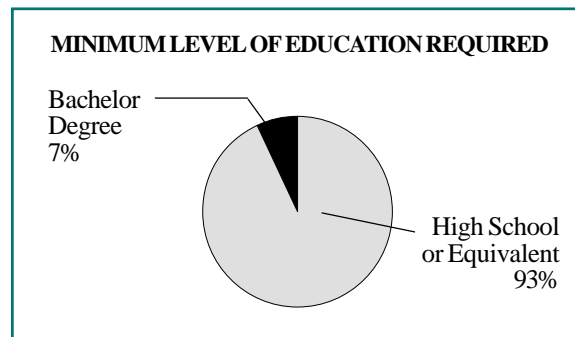
**Hours worked:** **Almost all** employees (98%) work full-time, 41 hours per week weighted average.

## EMPLOYER REQUIREMENTS

	<i>Required</i>	<i>Preferred</i>	<i>Not Required</i>
<b>Experience prior to employment</b> .....	73% .....	27% .....	0%
<b>Technical/Vocational training prior to employment</b> .....	60% .....	40% .....	0%

**Experience:** Required or preferred experience in this occupation ranges from 12 to 36 months or an average of 23 months. **Most** of these employers (60%) will accept training as a substitute for experience.

**Technical/Vocational training:** Required or preferred training ranges from 3 to 24 months or an average of 10 months. Training includes desktop publishing software, graphic design, PhotoShop, and Macintosh operating system.



**Desired computer software skills:** **All** responding employers seek computer skills as follows:

Word Processing - 60%    Spreadsheet - 13%    Data Base - 27%    Desktop Publishing - 87%    Other - 100%  
Reported skills include PhotoShop, PageMaker, Illustrator, Quark, Freehand, Macintosh operating system, and Word.

## ■ EMPLOYER REQUIREMENTS (*continued*)

### Important job qualifications and skills as reported by employers:

#### Technical

Ability to interview and understand various audiences  
 Ability to select appropriate design styles  
 Ability to use graphic software  
 Knowledge of computer painting and drawing tools  
 Knowledge of image scanning and manipulation  
 Knowledge of Macintosh operating system  
 Knowledge of Windows PC operating system  
 Layout and detail skills  
 Proofreading skills  
 Understanding of color theory  
 Understanding of composition  
 Understanding of printing processes

#### Physical

Manual dexterity  
 Possession of good color perception

#### Personal or other

Ability to meet deadlines  
 Ability to work independently  
 Imagination and creativity  
 Willingness to keep up with design trends  
 Willingness to work under close supervision

### New skills as reported by responding employers:

Knowledge of computer to plate technology and digital proofing.

## ■ SUPPLY AND DEMAND

### Degree of difficulty in finding qualified applicants:

Experienced and inexperienced – *Very difficult*. Demand is considerably greater than the supply of qualified applicants. Employers often cannot find qualified applicants when an opening exists. Qualified applicants encounter no competition in their job search.

### Primary recruitment methods:

Newspaper ads .....	73%
Employee referrals .....	60%
In-house promotions or transfers .....	33%
Walk-in applicants .....	33%

### Hired in the past 12 months: 15

#### Source of filled vacancies:

Promotions .....	13%
Employees leaving .....	67%
New positions .....	20%
Temporary, on call, or seasonal positions .....	0%

## ■ SIZE OF OCCUPATION

### EDD estimated occupation size 1997–2004:

None available.

### Gender ratio as reported by responding employers:

Male - 51%      Female - 49%

## ■ WHERE THE JOBS ARE

Printing, Publishing, and Allied Industries  
 Commercial Art and Graphic Design  
 Marketing and Advertising

## ■ PROJECTIONS

### Two year projections as reported by responding employers:

Grow - 60%      Remain Stable - 40%      Decline - 0%

### EDD OCCUPATIONAL FORECAST 1997–2004

This is a non-OES occupation and projections are not available that accurately reflect the employment growth and trends in Ventura County.

## ■ OTHER INFORMATION

### Shifts worked:

Day - 93%      Swing - 20%      Graveyard - 13%      Other - 0%

### Promotional opportunities:

**Most** responding employers (60%) promote their employees to higher level positions.

### Skills important for career advancement:

Supervisory skills and knowledge of film to print processing and four color processing.

### Additional information:

*U.S. Department of Labor Occupational Outlook Handbook, 2000–2001 edition, page 252 and 472.*

*See Appendix C starting on page 168 for Training Providers in this occupation.*

# Dietitians and Nutritionists

Employers Responded: 15 • Employees Covered: 40

Dietitians and Nutritionists organize, plan, and conduct food service or nutritional programs to assist in promotion of health and control of disease. They may administer activities of department providing quantity food service. They may plan, organize, and conduct programs in nutritional research.

## WAGES AND BENEFITS

	<i>Range</i>	<i>Median</i>
New hires, no prior experience	\$ 5.92 to \$16.02	\$15.81
New to firm, experienced	\$ 7.11 to \$30.00	\$17.25
Three years with firm	\$13.81 to \$40.00	\$19.25

**Few** responding employers (less than 20%) reported that wages are subject to collective bargaining or union agreements.

Benefits (based on 15 firms)	Employer Pays All Full-time	Share Cost Full-time	Employee Pays All Full-time
Medical Insurance .....	13%	60%	0%
Dental Insurance .....	13%	47%	7%
Vision Insurance .....	13%	40%	0%
Life Insurance .....	40%	33%	0%
Sick Leave .....	73%	0%	0%
Vacation .....	73%	0%	0%
Retirement Plan .....	20%	27%	13%
Child Care .....	0%	0%	7%

**Hours worked:** **Most** employees (60%) work full-time, 40 hours per week weighted average. **Some** employees (35%) work part-time, 19 hours per week weighted average.

## EMPLOYER REQUIREMENTS

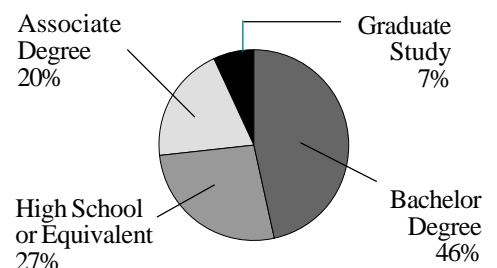
	<i>Required</i>	<i>Preferred</i>	<i>Not Required</i>
Experience prior to employment .....	67%	20%	13%
Technical/Vocational training prior to employment .....	74%	13%	13%

**Experience:** Required or preferred experience in this occupation ranges from 6 to 36 months or an average of 12 months. Other acceptable experience listed by responding employers includes food service occupations. **Many** of these employers (54%) will accept training as a substitute for experience.

**Technical/Vocational training:** Required or preferred training ranges from 3 to 36 months or an average of 15 months. Training includes internship for registration or a food service program required for certification.

**Legally mandated requirements:** Unregistered persons are permitted to practice the profession. Registration in California is an entitlement law which protects use of the title by individuals not meeting state-mandated qualifications. – [www.cdrnet.org](http://www.cdrnet.org)

### MINIMUM LEVEL OF EDUCATION REQUIRED



**Desired computer software skills:** **Some** responding employers (27%) seek computer skills as follows:  
 Word Processing - 50%    Spreadsheet - 50%    Data Base - 25%    Desktop Publishing - 0%    Other - 100%  
 Reported skills include occupational related software, Excel, and Word.

## ■ EMPLOYER REQUIREMENTS *(continued)*

### Important job qualifications and skills as reported by employers:

#### Technical

Ability to teach principles of food and nutrition  
 Ability to modify menus because of dietary restrictions  
 Ability to plan and organize the work of others  
 Ability to plan and organize training programs  
 Ability to follow safe work practices  
 Counseling skills  
 Menu planning skills  
 Nutrition research skills  
 Food buying skills  
 Food preparation skills  
 Institutional cooking skills

#### Physical

Possess an excellent sense of color, taste and smell  
 Ability to stand for prolonged periods of time  
 Possess good health and stamina

#### Personal or other

Public contact skills  
 Oral communication skills  
 Ability to deal effectively with individuals  
 Ability to work independently  
 Willingness to work with close supervision

## ■ SUPPLY AND DEMAND

### Degree of difficulty in finding qualified applicants:

Experienced and Inexperienced – *Very difficult*. Due to turnover, demand is considerably greater than the supply of qualified applicants. Employers often cannot find qualified applicants when an opening exists. Qualified applicants encounter no competition in their job search.

### Primary recruitment methods:

Newspaper ads .....	80%
Employee referrals .....	60%
In-house promotions or transfers .....	33%
Walk-in applicants .....	33%

### Hired in the past 12 months: 14

#### Source of filled vacancies:

Promotions .....	14%
Employees leaving .....	65%
New positions .....	0%
Temporary, on call, or seasonal positions .....	21%

## ■ SIZE OF OCCUPATION

### EDD estimated occupation size 1997–2004:

Small (160 – 170 employees)

### Gender ratio as reported by responding employers:

Female - 97%    Male - 3%

## ■ WHERE THE JOBS ARE

Hospitals .....	23.5%
Other .....	76.5%

## ■ PROJECTIONS

### Two year projections as reported by responding employers:

Grow - 13%    Remain Stable - 87%    Decline - 0%

#### EDD OCCUPATIONAL FORECAST 1997–2004

#### Projected job openings for 7-year period: 30

Due to growth - 10

Due to separations - 20

#### Projected job growth rate for 7-year period:

6.3% (Slower than average)

Average growth rate for all occupations - 16.9%

## ■ OTHER INFORMATION

### Shifts worked:

Day - 100%    Swing - 0%    Graveyard - 0%    Other - 0%

### Promotional opportunities:

**Most** responding employers (73%) promote their employees to higher level positions.

### Skills important for career advancement:

Supervisory or management skills, skills required to obtain certification as a registered Dietician, clinical skills, and good communication skills.

### Additional information:

*EDD California Occupational Guide, No. 98; U.S. Department of Labor Occupational Outlook Handbook, 2000–2001 edition, page 200.*

Web sites: [www.cdrnet.org](http://www.cdrnet.org) and [www.eatright.org](http://www.eatright.org)

*See Appendix C starting on page 168 for Training Providers in this occupation.*



# Dispatchers – except Police, Fire, and Ambulance

Employers Responded: 16 • Employees Covered: 79

Dispatchers, except Police, Fire, and Ambulance schedule and dispatch workers, work crews, equipment, or service vehicles for conveyance of materials, freight, or passengers or for normal installation, service, or emergency repairs rendered outside the place of business. Their duties may include use of radio/telephone to transmit assignments and compile statistics and reports on the progress of work. Please do not include Police, Fire and Ambulance Dispatchers.

## WAGES AND BENEFITS

	<i>Range</i>	<i>Median</i>
New hires, no prior experience	\$6.75 to \$14.38	\$ 8.98
New to firm, experienced	\$7.50 to \$17.43	\$12.21
Three years with firm	\$9.50 to \$21.79	\$14.08

All responding employers reported that wages are not subject to collective bargaining or union agreements.

Benefits (based on 16 firms)	Employer Pays All Full-time	Share Cost Full-time	Employee Pays All Full-time
Medical Insurance .....	44%	38%	19%
Dental Insurance .....	25%	38%	31%
Vision Insurance .....	31%	31%	13%
Life Insurance .....	38%	0%	19%
Sick Leave .....	63%	0%	0%
Vacation .....	81%	13%	0%
Retirement Plan .....	25%	25%	0%
Child Care .....	0%	0%	0%

**Hours worked:** Almost all employees (91%) work full-time, 43 hours per week weighted average.

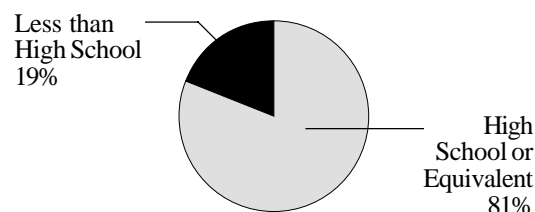
## EMPLOYER REQUIREMENTS

	<i>Required</i>	<i>Preferred</i>	<i>Not Required</i>
Experience prior to employment .....	19%	75%	6%
Technical/Vocational training prior to employment .....	0%	0%	100%

**Experience:** Required or preferred experience in this occupation ranges from 3 to 12 months or an average of 8 months. Other acceptable experience listed by responding employers includes industry related positions or Receptionist. **Most** of these employers (60%) will accept training as a substitute for experience.

**Technical/Vocational training:** None required.

MINIMUM LEVEL OF EDUCATION REQUIRED



**Desired computer software skills:** Almost all responding employers (88%) seek computer skills as follows:  
 Word Processing - 57%    Spreadsheet - 29%    Data Base - 43%    Desktop Publishing - 0%    Other - 43%  
 Reported skills include industry related software, Excel, and Word.

## ■ EMPLOYER REQUIREMENTS (*continued*)

### Important job qualifications and skills as reported by employers:

#### Technical

Ability to assess emergency situations and set priorities quickly  
 Ability to write effectively  
 Alphabetic and numeric filing skills  
 Knowledge of local streets  
 Map reading skills  
 Record keeping skills  
 Telecommunication skills  
 Time management skills

#### Physical

Good hearing

#### Personal or other

Ability to give oral instructions  
 Ability to interact well with others  
 Ability to make decisions  
 Ability to pay close attention to detail  
 Ability to read and follow instructions  
 Ability to work independently  
 Ability to work under pressure  
 Basic math skills  
 Organizational skills

## ■ SUPPLY AND DEMAND

### Degree of difficulty in finding qualified applicants:

Experienced – *Very difficult*. Demand is considerably greater than the supply of qualified applicants. Employers often cannot find qualified applicants when an opening exists. Qualified applicants encounter no competition in their job search.

Inexperienced – *Moderately difficult*. Demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times. Qualified applicants encounter little competition in their job search.

### Primary recruitment methods:

Newspaper ads ..... 88%  
 In-house promotions or transfers ..... 75%  
 Employee referrals ..... 69%

### Hired in the past 12 months: 31

#### Source of filled vacancies:

Promotions ..... 19%  
 Employees leaving ..... 32%  
 New positions ..... 43%  
 Temporary, on call, or seasonal positions ..... 6%

## ■ SIZE OF OCCUPATION

### EDD estimated occupation size 1997–2004:

Medium (610 – 750 employees)

### Gender ratio as reported by responding employers:

Male - 76%      Female - 24%

## ■ WHERE THE JOBS ARE

Miscellaneous Business Services ..... 53.5%  
 Telephone Communications ..... 10.1%  
 Other ..... 36.4%

## ■ PROJECTIONS

### Two year projections as reported by responding employers:

Grow - 44%      Remain Stable - 56%      Decline - 0%

### EDD OCCUPATIONAL FORECAST 1997–2004

#### Projected job openings for 7-year period: 210

Due to growth - 140

Due to separations - 70

#### Projected job growth rate for 7-year period:

23% (Faster than average)

Average growth rate for all occupations - 16.9%

## ■ OTHER INFORMATION

### Shifts worked:

Day - 94%      Swing - 31%      Graveyard - 25%      Other - 0%

### Promotional opportunities:

**Almost all** responding employers (81%) promote their employees to higher level positions.

### Skills important for career advancement:

Management and supervisory skills, responsible and dependable, computer skills, willingness to learn, and knowledge of the company.

### Additional information:

*U.S. Department of Labor Occupational Outlook Handbook, 2000–2001 edition, page 307.*

*See Appendix C starting on page 168 for Training Providers in this occupation.*

# Duplicating Machine Operators

Employers Responded: 15 • Employees Covered: 180

Duplicating Machine Operators operate one or a variety of office machines, such as photocopying, photographic, mimeograph, and duplicating machines to make copies of data. Please do not include workers who primarily operate blueprinting or offset printing machines and presses.

## WAGES AND BENEFITS

	<i>Range</i>	<i>Median</i>
New hires, no prior experience	\$5.75 to \$ 9.50	\$6.00
New to firm, experienced	\$5.75 to \$10.36	\$7.68
Three years with firm	\$6.00 to \$14.62	\$8.93

Few employees (less than 20%) have union status.

Benefits (based on 13 responding employers)	Full-time	Part-time
Medical Insurance .....	85%	8%
Paid Sick Leave .....	85%	31%
Paid Vacation .....	85%	31%
Dental Insurance .....	62%	8%
Life Insurance .....	46%	8%
Retirement Plan .....	38%	15%
Vision Insurance .....	31%	0%
Child Care .....	23%	8%

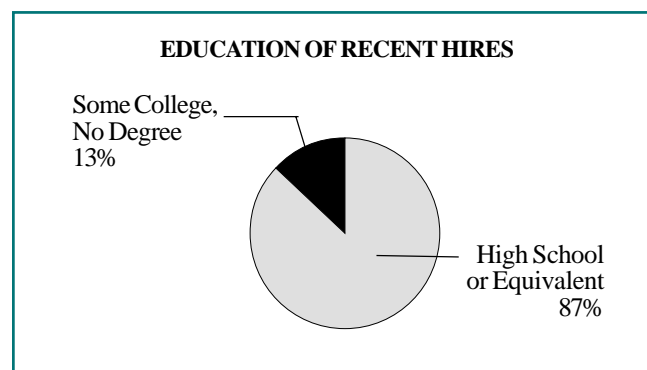
**Hours worked:** Most employees (75%) work full-time, 40 hours per week weighted average. Some employees (25%) work part-time, 25 hours per week weighted average.

## EMPLOYER REQUIREMENTS

	<i>Always</i>	<i>Usually</i>	<i>Sometimes</i>	<i>Never</i>
Experience required prior to employment .....	7%	7%	20%	67%
Training as a substitute for work experience .....	67%	13%	13%	7%

**Experience:** Some responding employers (33%) require or prefer between 2 and 12 months of related work experience. Other experience listed by these employers includes customer service and general office.

**Training or certification prior to employment:**  
None reported.



**Desired computer software skills:** Few responding employers (less than 20%) seek computer skills as follows:  
 Desktop Publishing - 33%    Word Processing - 0%    Spreadsheet - 0%    Data Base - 0%    Other - 100%  
 Other skills include network usage, computer literacy, and keyboarding.

## ■ EMPLOYER REQUIREMENTS (*continued*)

### Important job qualifications and skills as reported in statewide surveys:

#### Technical

Ability to use computer terminal  
Public contact skills  
Telephone answering skills  
Ability to operate cash register  
Ability to make change  
Ability to perform basic mathematical computations  
Ability to maintain equipment

#### Physical

Ability to do routine, repetitive work  
Manual dexterity  
Finger dexterity  
Ability to stand for prolonged periods

#### Personal or other

Willingness to work with close supervision  
Ability to work independently  
Ability to follow oral instructions  
Oral communication skills  
Ability to write legibly  
Ability to read and follow instructions

### New skills needed over the next 3 years:

**Most** responding employers (60%) reported new skills that included digital competency, computer literacy, learning in-house programs, graphic design, color copying, and new equipment functions.

## ■ SUPPLY AND DEMAND

### Degree of difficulty in finding qualified applicants:

	<i>Not difficult</i>	<i>A little difficult</i>	<i>Somewhat difficult</i>	<i>Very difficult</i>
Experienced:	20%	27%	13%	40%
Inexperienced:	43%	21%	29%	7%

Employer demand is somewhat greater than the supply of *experienced* qualified applicants. Employers may have some difficulty finding qualified applicants at times.

### Primary recruitment methods:

Newspaper ads .....	67%
Unsolicited applicants .....	67%
Employee referrals .....	60%
In-house promotion or transfer .....	27%

### Hired in the past 12 months: 86

### Source of filled vacancies:

Promotions .....	0%
Employees leaving .....	69%
New positions .....	31%
Temporary or seasonal .....	0%

## ■ SIZE OF OCCUPATION

### EDD estimated occupation size 1997–2004:

Small (90 – 130 employees)

### Gender ratio as reported by responding employers:

Female - 54%    Male - 46%

## ■ WHERE THE JOBS ARE

Services: Photocopying and Duplicating ..... 82.5%  
Other ..... 17.5%

## ■ PROJECTIONS

### Three year projections as reported by responding employers:

Grow - 67%    Remain Stable - 33%    Decline - 0%

### EDD OCCUPATIONAL FORECAST 1997–2004

#### Projected job openings for 7-year period: 70

Due to growth - 40

Due to separations - 30

#### Projected job growth rate for 7-year period:

44.4% (Much faster than average)

Average growth rate for all occupations - 16.9%

## ■ OTHER INFORMATION

### Promotional opportunities:

**Most** responding employers (73%) promote their employees to higher level positions.

### Additional information:

*U.S. Department of Labor Occupational Outlook Handbook, 2000–2001 edition, page 522.*

*See Appendix C starting on page 168 for Training Providers in this occupation.*

# ELECTRICAL

## Electrical and Electronic Assemblers

Employers Responded: 18 • Employees Covered: 205

Electrical and Electronic Assemblers include assemblers who perform work at a level not requiring a high degree of precision. The occupation includes such occupations as Electronic Wirers, Armature Connectors, Electric Motor Winders, Skein Winders, Carbon Brush Assemblers, Battery and Battery Parts Assemblers, Electric Sign Assemblers, and Electrical and Electronic Subassemblers.

### WAGES AND BENEFITS

	<i>Range</i>	<i>Median</i>
New hires, no prior experience	\$5.75 to \$ 8.00	\$ 7.00
New to firm, experienced	\$6.00 to \$10.00	\$ 8.25
Three years with firm	\$7.50 to \$14.00	\$10.00

All responding employers reported that wages are not subject to collective bargaining or union agreements.

Benefits (based on 18 firms)	Employer Pays All Full-time	Share Cost Full-time	Employee Pays All Full-time
Medical Insurance .....	56%	39%	0%
Dental Insurance .....	44%	28%	11%
Vision Insurance .....	28%	22%	11%
Life Insurance .....	61%	6%	0%
Sick Leave .....	67%	6%	0%
Vacation .....	94%	6%	0%
Retirement Plan .....	33%	39%	11%
Child Care .....	0%	0%	0%

**Hours worked:** Almost all employees (99%) work full-time, 40 hours per week weighted average.

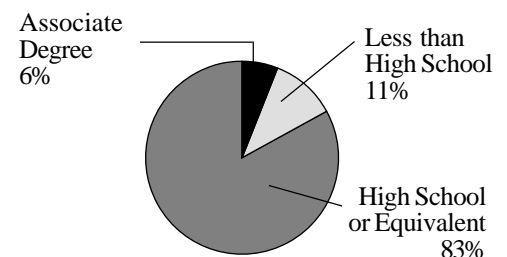
### EMPLOYER REQUIREMENTS

	<i>Required</i>	<i>Preferred</i>	<i>Not Required</i>
Experience prior to employment .....	39%	50%	11%
Technical/Vocational training prior to employment .....	6%	44%	50%

**Experience:** Related work experience, required or preferred, ranges from 3 to 24 months or an average of 14 months. **Many** of these employers (50%) will accept training as a substitute for experience.

**Technical/Vocational training:** Required or preferred training ranges from 3 to 24 months or an average of 9 months. Training includes courses in electronics, sheet metal work, and soldering.

#### MINIMUM LEVEL OF EDUCATION REQUIRED



**Desired computer software skills:** Few responding employers (less than 20%) seek computer skills as follows:

Word Processing - 33 %      Spreadsheet - 33 %      Data Base - 67 %      Desktop Publishing - 0 %      Other - 0 %



## ■ EMPLOYER REQUIREMENTS (*continued*)

### Important job qualifications and skills as reported in statewide surveys:

#### Technical

Understanding of electrical circuitry  
 Understanding of military specifications  
 Knowledge of electronic circuitry  
 Ability to read blueprints  
 Ability to read schematics  
 Ability to use hand tools  
 Electronic component and product assembly skills  
 Soldering skills

#### Physical

Manual dexterity  
 Good eye-hand coordination  
 Good vision  
 Possession of good color perception  
 Ability to stand continuously for 2 or more hours  
 Ability to sit continuously for 2 or more hours  
 Ability to work rapidly

#### Personal or other

Ability to perform routine repetitive work  
 Willingness to work with close supervision  
 Ability to work independently  
 Basic math skills  
 Ability to read and follow instructions  
 Ability to write legibly  
 Oral communication skills

## ■ SUPPLY AND DEMAND

### Degree of difficulty in finding qualified applicants:

Experienced and inexperienced – *Moderately difficult*. Demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times. Qualified applicants encounter little competition in their job search.

### Primary recruitment methods:

Employee referrals .....	78%
Newspaper ads .....	56%
Private employment agencies .....	50%
Walk-in applicants .....	50%

### Hired in the past 12 months: 49

### Source of filled vacancies:

Promotions .....	4%
Employees leaving .....	31%
New positions .....	65%
Temporary, on call, or seasonal positions .....	0%

## ■ SIZE OF OCCUPATION

### EDD estimated occupation size 1997–2004:

Large (1,260 – 1,490 employees)

### Gender ratio as reported by responding employers:

Female - 68%    Male - 32%

## ■ WHERE THE JOBS ARE

Semi-conductors and Related Services .....	34.5%
Electronic Components, NEC .....	14.9%
Search and Navigation Equipment .....	14.0%
Telephone and Telegraph Apparatus .....	10.9%
Printed Circuit Boards .....	7.2%
Other .....	18.5%

## ■ PROJECTIONS

### Two year projections as reported by responding employers:

Grow - 39%    Remain Stable - 61%    Decline - 0%

### EDD OCCUPATIONAL FORECAST 1997–2004

#### Projected job openings for 7-year period: 430

Due to growth - 230

Due to separations - 200

#### Projected job growth rate for 7-year period:

18.3% (Average)

Average growth rate for all occupations - 16.9%

## ■ OTHER INFORMATION

### Shifts worked:

Day - 100%    Swing - 17%    Graveyard - 6%    Other - 0%

### Promotional opportunities:

**Almost all** responding employers (89%) promote their employees to higher level positions.

### Skills important for career advancement:

Supervisory skills, dependability, motivation, and computer skills.

### Additional information:

*EDD California Occupational Guide, No. 47; U.S. Department of Labor Occupational Outlook Handbook, 2000–2001 edition, page 526.*

*See Appendix C starting on page 168 for Training Providers in this occupation.*

# EMPLOYMENT INTERVIEWERS

## Employment Interviewers – Private or Public Employment Service

Employers Responded: 20 • Employees Covered: 79

Employment interviewers interview job applicants in an employment office and refer them to prospective employers for consideration. They record and evaluate various pertinent data, search application files, notify selected applicants of job openings, refer qualified applicants to prospective employers, and contact employers to verify referral results and record data.

### WAGES AND BENEFITS

	Wages		Commissions	
	Range	Median	Range	Median
New hires, no prior experience	\$ 7.98 to \$16.78	\$ 9.00	\$ .96 to \$3.84/hr.	\$2.48/hr.
New to firm, experienced.	\$ 9.00 to \$20.00	\$11.99	\$1.92 to \$4.79/hr.	\$3.68/hr.
Three years with firm	\$11.00 to \$21.58	\$14.75	\$2.56 to \$7.19/hr.	\$4.32/hr.

**Other forms of compensation:** **Some** responding employers (20%) reported commissions as above which are included in the wage range. **Some** responding employers (35%) pay bonuses that vary.

**All** employees have non-union status.

Benefits (based on 20 responding employers)	Full-time	Part-time
Medical Insurance .....	95%	0%
Paid Vacation .....	90%	0%
Dental Insurance .....	85%	0%
Paid Sick Leave .....	85%	0%
Vision Insurance .....	55%	0%
Life Insurance .....	55%	0%
Retirement Plan .....	40%	5%
Child Care .....	5%	0%

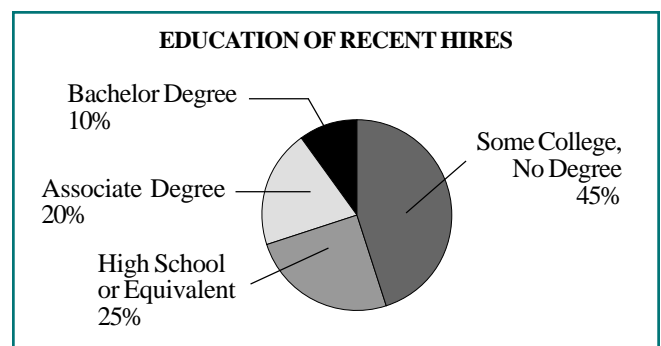
**Hours worked:** **Almost all** employees (89%) work full-time, 41 hours per week weighted average. **Few** employees (less than 20%) work part-time, 23 hours per week weighted average.

### EMPLOYER REQUIREMENTS

	Always	Usually	Sometimes	Never
Experience required prior to employment .....	40%	30%	20%	10%
Training as a substitute for work experience .....	30%	10%	40%	20%

**Experience:** **Almost all** responding employers (90%) require between 6 and 36 months of related work experience. Other experience listed by these employers includes networking, telemarketing and customer service.

**Training or certification prior to employment:**  
None reported.



**Desired computer software skills:** **Almost all** responding employers (95%) seek computer skills as follows:  
 Word Processing - 84%      Data Base - 58%      Spreadsheet - 42%      Desktop Publishing - 0%      Other - 47%  
 Other skills include Excel, Word, Internet, and computer literacy.

## ■ EMPLOYER REQUIREMENTS (*continued*)

### Important job qualifications and skills as reported in statewide surveys:

#### Technical

Personnel interviewing skills  
 Ability to apply sales techniques  
 Record keeping skills  
 Telephone sales skills  
 Knowledge of personnel classification procedures  
 Personnel recruiting skills  
 Counseling skills  
 Knowledge of EEO & affirmative action programs and guidelines  
 Ability to write effectively

#### Personal or other

Possession of a reliable vehicle  
 Willingness to work with close supervision  
 Ability to work independently  
 Customer service skills  
 Tactfulness  
 Basic math skills  
 Ability to read and follow instructions  
 Ability to write legibly  
 Oral communication skills

### New skills needed over the next 3 years:

**Most** responding employers (70%) reported new skills that included keeping current with labor laws, learning in-house programs, the Internet, and computer efficiency.

## ■ SUPPLY AND DEMAND

### Degree of difficulty in finding qualified applicants:

	<i>Not difficult</i>	<i>A little difficult</i>	<i>Somewhat difficult</i>	<i>Very difficult</i>
Experienced:	0%	20%	50%	30%
Inexperienced:	8%	42%	25%	25%

Employer demand is considerably greater than supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times.

### Primary recruitment methods:

In-house promotion or transfer .....	75%
Newspaper ads .....	70%
Employee referrals .....	70%
Unsolicited applicants .....	30%

### Hired in the past 12 months: 32

### Source of filled vacancies:

Promotions .....	16%
Employees leaving .....	38%
New positions .....	34%
Temporary or seasonal .....	13%

## ■ SIZE OF OCCUPATION

### EDD estimated occupation size 1995–2002\*:

Small (220 - 270 employees)

### Gender ratio as reported by responding employers:

Female - 82%    Male - 18%

## ■ WHERE THE JOBS ARE

Help Supply Services .....	74.0%
Job Training Services .....	14.7%
Employment Agencies .....	5.9%
Other .....	5.4%

## ■ PROJECTIONS

### Three year projections as reported by responding employers:

Grow - 90%    Remain Stable - 10%    Decline - 0%

### EDD OCCUPATIONAL FORECAST 1995–2002\*

#### Projected job openings for 7-year period: 80

Due to growth - 50

Due to separations - 30

#### Projected job growth rate for 7-year period:

22.7% (Faster than average)

Average growth rate for all occupations - 16.6%

## ■ OTHER INFORMATION

### Promotional opportunities:

**Most** responding employers (65%) promote their employees to higher level positions.

### Additional information:

*EDD California Occupational Guide, No. 38; U.S. Department of Labor Occupational Outlook Handbook, 2000–2001 edition, page 39.*

\*EDD Occupational projections for 1997–2004 are not available for this occupation.

*See Appendix C starting on page 168 for Training Providers in this occupation.*

# FILE CLERKS

## File Clerks

Employers Responded: 18 • Employees Covered: 77

File Clerks file correspondence, cards, invoices, receipts, and other records in alphabetical or numerical order or according to the filing system used, and locate and remove material from files when requested. They may be required to classify and file new material.

### WAGES AND BENEFITS

	<i>Range</i>	<i>Median</i>
New hires, no prior experience	\$5.75 to \$10.36	\$7.00
New to firm, experienced.	\$5.75 to \$12.08	\$8.00
Three years with firm	\$5.75 to \$13.00	\$9.00

All employees have non-union status.

Benefits (based on 15 responding employers)	Full-time	Part-time
Medical Insurance .....	93%	7%
Paid Sick Leave .....	80%	7%
Paid Vacation .....	80%	7%
Life Insurance .....	73%	0%
Dental Insurance .....	67%	7%
Vision Insurance .....	40%	0%
Retirement Plan .....	33%	0%
Child Care .....	0%	0%

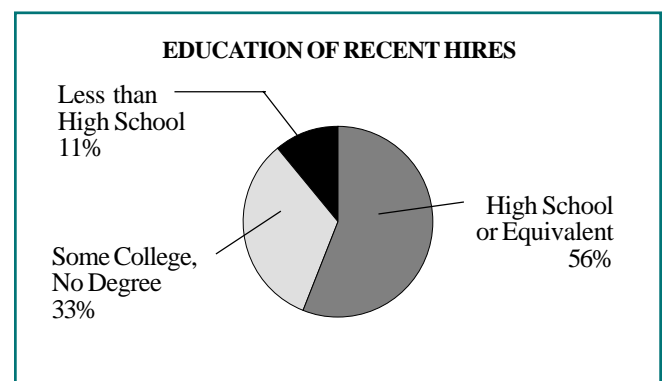
**Hours worked:** Almost all employees (87%) work full-time, 40 hours per week weighted average. Few employees (less than 20%) work part-time, 19 hours per week weighted average; temporary on call, 18 hours per week weighted average; or seasonal, 20 hours per week weighted average.

### EMPLOYER REQUIREMENTS

	<i>Always</i>	<i>Usually</i>	<i>Sometimes</i>	<i>Never</i>
Experience required prior to employment .....	0%	11%	61%	28%
Training as a substitute for work experience .....	50%	33%	17%	0%

**Experience:** Most responding employers (72%) prefer between 3 and 9 months of File Clerk related work experience. Other experience listed by these employers includes general and medical office work.

**Training or certification prior to employment:** Few responding employers (less than 20%) require 6 months of trade school certification in general office.



**Desired computer software skills:** Many responding employers (56%) seek computer skills as follows:  
 Word Processing - 60%    Data Base - 20%    Spreadsheet - 20%    Desktop Publishing - 0%    Other - 40%  
 Other skills include Excel and computer literacy.

## ■ EMPLOYER REQUIREMENTS *(continued)*

### Important job qualifications and skills as reported in statewide surveys:

#### Technical

Data entry skills  
Alphabetic and numeric filing skills  
Ability to perform detailed clerical work  
Telephone answering skills  
Ability to write effectively  
Ability to type at least 30 wpm

#### Physical

Ability to stand continuously for 2 or more hours  
Ability to lift at least 40 lbs. repeatedly

#### Personal or other

Ability to perform routine, repetitive work  
Willingness to work with close supervision  
Ability to work independently  
Basic math skills  
Ability to read and follow instructions  
Ability to write legibly  
Oral communication skills

**New skills needed over the next 3 years:** Some responding employers (33%) reported new skills that included enhanced computer skills, learning in-house filing systems, the Internet, and e-mail.

## ■ SUPPLY AND DEMAND

### Degree of difficulty in finding qualified applicants:

	<i>Not difficult</i>	<i>A little difficult</i>	<i>Somewhat difficult</i>	<i>Very difficult</i>
Experienced:	65%	18%	12%	6%
Inexperienced:	67%	17%	11%	6%

Worker supply is somewhat larger than demand for qualified applicants, and applicants may experience competition in job seeking.

### Primary recruitment methods:

Newspaper ads .....	67%
Employee referrals .....	56%
In-house promotion or transfer .....	28%
Unsolicited applicants .....	28%

### Hired in the past 12 months: 53

#### Source of filled vacancies:

Promotions .....	9%
Employees leaving .....	55%
New positions .....	28%
Temporary or seasonal .....	8%

## ■ SIZE OF OCCUPATION

### EDD estimated occupation size 1997–2004:

Large (1,150 – 1,260 employees)

### Gender ratio as reported by responding employers:

Female - 87%    Male -13%

## ■ WHERE THE JOBS ARE

Help Supply Services .....	33.1%
Medical and Dental Offices and Clinics .....	18.4%
Legal Services .....	11.6%
Finance and Insurance .....	7.8%
Other .....	29.1%

## ■ PROJECTIONS

### Three year projections as reported by responding employers:

Grow - 22%    Remain Stable - 78%    Decline - 0%

### EDD OCCUPATIONAL FORECAST 1997–2004

#### Projected job openings for 7-year period: 440

Due to growth - 110

Due to separations - 330

#### Projected job growth rate for 7-year period:

9.6% (Slower than average)

Average growth rate for all occupations - 16.9%

## ■ OTHER INFORMATION

### Promotional opportunities:

**Almost all** responding employers (83%) promote their employees to higher level positions.

### Additional information:

*EDD California Occupational Guide, No. 261; U.S. Department of Labor Occupational Outlook Handbook, 2000–2001 edition, page 320.*

*See Appendix C starting on page 168 for Training Providers in this occupation.*



# FINANCIAL MANAGERS

Employers Responded: 20 • Employees Covered: 124

Financial Managers plan, organize, direct, control, or coordinate the financial activities of an organization. Please include managers in banks or similar financial institutions who advise on credit and investment policy or negotiate general policy with financial or other institutions.

## WAGES AND BENEFITS

	<i>Range</i>	<i>Median</i>
New hires, no prior experience	NA	NA
New to firm, experienced	\$11.93 to \$36.92	\$21.44
Three years with firm	\$15.34 to \$48.52	\$26.85

**Other forms of compensation:** Few responding employers (less than 20%) pay bonuses which are included in the above wage range.

All employees have non-union status.

Benefits (based on 20 responding employers)	Full-time	Part-time
Medical Insurance .....	100%	0%
Paid Vacation .....	95%	0%
Paid Sick Leave .....	90%	0%
Retirement Plan .....	90%	0%
Life Insurance .....	85%	0%
Dental Insurance .....	80%	0%
Vision Insurance .....	65%	0%
Child Care .....	10%	0%

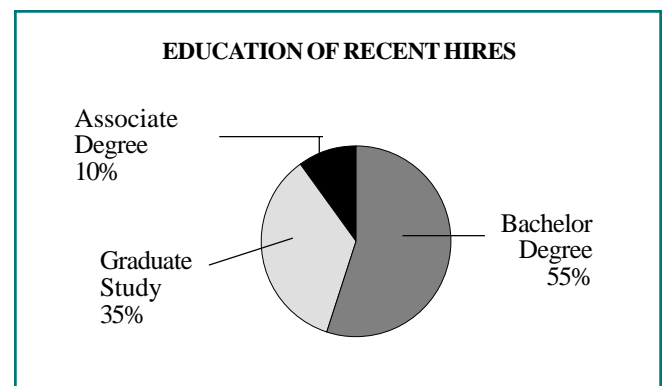
**Hours worked:** All employees work full-time, 41 hours per week weighted average.

## EMPLOYER REQUIREMENTS

	<i>Always</i>	<i>Usually</i>	<i>Sometimes</i>	<i>Never</i>
Experience required prior to employment .....	100%	0%	0%	0%
Training as a substitute for work experience .....	0%	0%	0%	100%

**Experience:** All responding employers require between 24 and 120 months of Financial Manager related work experience. Other experience listed by these employers includes accounting.

**Training or certification prior to employment:** All responding employers require 24 to 72 months of training or certification that includes an associate, bachelor's or master's degree in finance, accounting or business administration.



**Desired computer software skills:** All responding employers seek computer skills as follows:

Word Processing - 90%    Spreadsheet - 90%    Data Base - 85%    Desktop Publishing - 10%    Other - 35%  
Other skills include accounting programs including MAS90, Quick Books, and Lotus.

## ■ EMPLOYER REQUIREMENTS (*continued*)

### Important job qualifications and skills as reported in statewide surveys:

#### Technical

Business math skills  
 Ability to plan and organize the work of others  
 Report writing skills  
 Cost accounting skills  
 Understanding of regulations affecting financial institutions  
 Ability to apply techniques of statistical analysis  
 Ability to analyze securities  
 Financial planning skills  
 Budget analysis skills  
 Cost analysis skills  
 Ability to hire and assign personnel  
 Ability to interpret actuarial and probability of loss tables  
 Ability to use computers in accounting applications  
 Verbal presentation skills  
 Ability to perform advanced mathematical computations

#### Personal or other

Ability to read and comprehend information quickly  
 Ability to work independently

### New skills needed over the next 3 years:

**Many** responding employers (45%) reported new skills that included enhanced computer skills, mastering accounting and business related programs, Excel, the Internet, and better communication and customer relations skills.

## ■ SUPPLY AND DEMAND

### Degree of difficulty in finding qualified applicants:

	<i>Not difficult</i>	<i>A little difficult</i>	<i>Somewhat difficult</i>	<i>Very difficult</i>
Experienced:	5%	10%	25%	60%
Inexperienced:	N/A	N/A	N/A	N/A

Employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times.

### Primary recruitment methods:

Newspaper ads .....	70%
In-house promotion or transfer .....	65%
Employee referrals .....	50%

**Almost all** responding employers (95%) reported the following:

**Hired in the past 12 months:** 16

### Source of filled vacancies:

Promotions .....	69%
Employees leaving .....	31%
New positions .....	0%
Temporary or seasonal .....	0%

## ■ SIZE OF OCCUPATION

### EDD estimated occupation size 1997–2004:

Large (1,340 – 1,600 employees)

### Gender ratio as reported by responding employers:

Male - 55%    Female - 45%

## ■ WHERE THE JOBS ARE

Finance, Insurance and Real Estate .....	19.0%
Other Services .....	15.2%
Construction .....	5.7%
Other .....	60.1%

## ■ PROJECTIONS

### Three year projections as reported by responding employers:

Grow - 10%    Remain Stable - 90%    Decline - 0%

#### EDD OCCUPATIONAL FORECAST 1997–2004

#### Projected job openings for 7-year period: 450

Due to growth - 260

Due to separations - 190

#### Projected job growth rate for 7-year period:

19.4% (Faster than average)

Average growth rate for all occupations - 16.9%

## ■ OTHER INFORMATION

### Promotional opportunities:

**Many** responding employers (45%) promote their employees to higher level positions.

### Additional information:

*U.S. Department of Labor Occupational Outlook Handbook, 2000–2001 edition, page 45.*

*See Appendix C starting on page 168 for Training Providers in this occupation.*

# General Managers and Top Executives

Employers Responded: 17 • Employees Covered: 26

General Managers and Top Executives include both top and mid-level managers whose duties and responsibilities are too diverse and general in nature to be classified in any functional or line area of management and administration. These managers generally work through departmental or subordinate executives. Please do not include managers of smaller establishments who typically engage in the same activities as the workers they supervise.

## WAGES AND BENEFITS

	<i>Range</i>	<i>Median</i>
New hires, no prior experience	NA	NA
New to firm, experienced	\$11.51 to \$43.15	\$19.66
Three years with firm	\$15.69 to \$50.35	\$24.00

**Other forms of compensation:** Few responding employers (less than 20%) reported bonuses and profit sharing.

All employees have non-union status.

Benefits (based on 16 responding employers)	Full-time	Part-time
Medical Insurance .....	100%	0%
Paid Vacation .....	100%	0%
Paid Sick Leave .....	88%	0%
Dental Insurance .....	88%	0%
Retirement Plan .....	69%	0%
Life Insurance .....	63%	0%
Vision Insurance .....	56%	0%
Child Care .....	19%	0%

**Hours worked:** All employees work full-time, 49 hours per week weighted average.

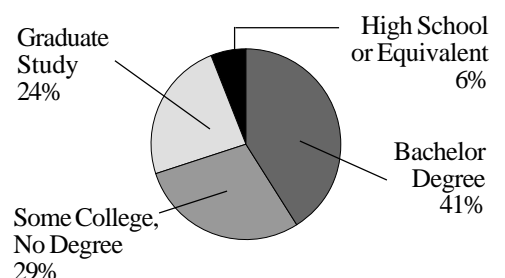
## EMPLOYER REQUIREMENTS

	<i>Always</i>	<i>Usually</i>	<i>Sometimes</i>	<i>Never</i>
Experience required prior to employment .....	100%	0%	0%	0%
Training as a substitute for work experience .....	0%	0%	0%	100%

**Experience:** All responding employers require between 12 and 240 months of General Manager and Top Executive related work experience. Other experience listed by these employers includes accounting, public relations, mortgage banking, human resources, and labor law.

**Training or certification prior to employment:** Many responding employers (47%) require between 48 and 60 months of training or certification that includes a bachelor's or master's degree in business administration or accounting. Few of these employers (less than 20%) require business related training, licensing or certification.

EDUCATION OF RECENT HIRES



**Desired computer software skills:** Most responding employers (71%) seek computer skills as follows:

Word Processing - 92%      Spreadsheet - 75%      Data Base - 58%      Desktop Publishing - 42%      Other - 8%

Other skills include computer proficiency.

## ■ EMPLOYER REQUIREMENTS (*continued*)

### Important job qualifications and skills as reported in statewide surveys:

#### Technical

Ability to maintain good business relationships  
 Leadership skills  
 Ability to motivate others  
 Performance appraisal skills  
 Ability to plan and organize the work of others  
 Ability to analyze data to solve problems  
 Ability to interpret data  
 Ability to take charge and handle the unexpected  
 Knowledge of economic principles  
 Public contact skills  
 Ability to hire and assign personnel  
 Knowledge of financial planning  
 Skill in setting work priorities

#### Personal or other

Ability to give oral instructions  
 Ability to work independently  
 Ability to work under pressure  
 Oral communication skills  
 Ability to write effectively  
 Knowledge of business math

**New skills needed over the next 3 years:** Many responding employers (53%) reported new skills that included learning business related programs and regulations, industry related software, year 2000 compliance, keeping up-to-date with new developments, and better communication skills.

## ■ SUPPLY AND DEMAND

### Degree of difficulty in finding qualified applicants:

	<i>Not difficult</i>	<i>A little difficult</i>	<i>Somewhat difficult</i>	<i>Very difficult</i>
Experienced:	0%	0%	35%	65%
Inexperienced:	N/A	N/A	N/A	N/A

### Primary recruitment methods:

In-house promotion or transfer .....	82%
Newspaper ads .....	53%
Employee referrals .....	41%
Industry recruitment, networking .....	41%

### Hired in the past 12 months: 3

### Source of filled vacancies:

Promotions .....	0%
Employees leaving .....	100%
New positions .....	0%
Temporary or seasonal .....	0%

## ■ SIZE OF OCCUPATION

### EDD estimated occupation size 1997–2004:

Very large (6,990 – 8170 employees)

### Gender ratio as reported by responding employers:

Male - 77%    Female - 23%

## ■ WHERE THE JOBS ARE

General Managers are found in every industry. However, wholesale, retail, and service industries have the largest number of employees in this occupation.

## ■ PROJECTIONS

### Three year projections as reported by responding employers:

Grow - 18%    Remain Stable - 82%    Decline - 0%

#### EDD OCCUPATIONAL FORECAST 1997–2004

#### Projected job openings for 7-year period: 2,280

Due to growth - 1,180

Due to separations - 1,100

#### Projected job growth rate for 7-year period:

16.9% (Average)

Average growth rate for all occupations - 16.9%

## ■ OTHER INFORMATION

### Promotional opportunities:

Some responding employers (35%) promote their employees to higher level positions.

### Ventura County employment outlook:

The Outstanding Professionals Employment Network (OPEN), an employment club for unemployed managers and executives in Ventura County, indicates that there is a tight market for this occupation. The group finds their experience is wanted but few companies want to pay commensurate salaries. - *Ventura County Star* 7/21/98.

### Additional information:

*U.S. Department of Labor Occupational Outlook Handbook, 2000–2001 edition, page 50.*

*See Appendix C starting on page 168 for Training Providers in this occupation.*

# GROCERY CHECKERS

Employers Responded: 17 • Employees Covered: 138

Grocery Checkers operate a cash register to itemize and total customer's purchases in a grocery store. They review price sheets to note price changes and sale items. They record prices, subtotal taxable items, and total purchases on a cash register. They collect cash, check, or charge payment from customer and make change for cash transactions. They may stock shelves and mark prices on items. They count money in a cash drawer at the beginning and end of work shift and may record daily transaction amounts from a cash register to balance the cash drawer.

**Note:** Please see page 10 for an explanation of Non-OES occupations.

## WAGES AND BENEFITS

	<i>Range</i>	<i>Median</i>
New hires, no prior experience	\$5.75 to \$ 7.00	\$6.00
New to firm, experienced	\$5.75 to \$11.00	\$7.00
Three years with firm	\$6.75 to \$11.00	\$8.50

**Few** responding employers (less than 20%) reported that wages are subject to collective bargaining or union agreements.

Benefits (based on 17 firms)	Employer Pays All		Share Cost		Employee Pays All	
	FT	PT	FT	PT	FT	PT
Medical Insurance .....	12%	6%	29%	6%	0%	0%
Dental Insurance .....	6%	6%	29%	6%	6%	0%
Vision Insurance .....	12%	6%	24%	6%	0%	0%
Life Insurance .....	18%	6%	6%	6%	6%	6%
Sick Leave .....	24%	18%	0%	0%	0%	0%
Vacation .....	47%	24%	0%	0%	0%	0%
Retirement Plan .....	0%	0%	12%	6%	0%	0%
Child Care .....	0%	0%	0%	0%	0%	0%

**Hours worked:** **Many** employees (55%) work part-time, 25 hours per week weighted average. **Many** employees (45%) work full-time, 39 hours per week weighted average.

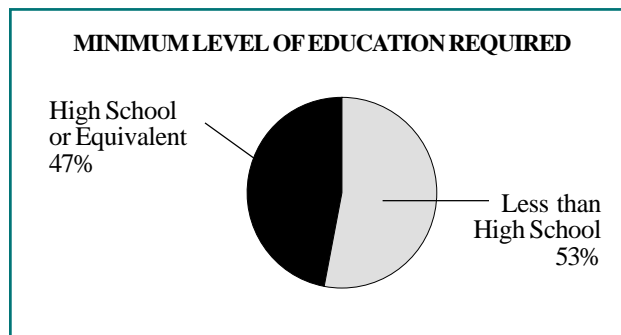
## EMPLOYER REQUIREMENTS

	<i>Required</i>	<i>Preferred</i>	<i>Not Required</i>
Experience prior to employment .....	12%	29%	59%
Technical/Vocational training prior to employment .....	0%	0%	100%

**Experience:** Required or preferred experience in this occupation ranges from 3 to 24 months or an average of 9 months. **Few** of these employers (less than 20%) will accept training as a substitute for experience.

**Technical/Vocational training:** None required.

**Desired computer software skills:** None required.





## ■ EMPLOYER REQUIREMENTS (*continued*)

### Important job qualifications and skills as reported by employers:

#### Technical

Ability to operate computer scanning cash register  
 Ability to operate a cash register  
 Ability to follow check cashing procedures  
 Cash handling skills  
 Record keeping skills

#### Physical

Ability to stand for prolonged periods of time  
 Ability to work rapidly  
 Finger dexterity  
 Good eye-hand coordination  
 Good memory skills

#### Personal or other

Ability to deal tactfully with customers  
 Ability to perform routine repetitive work  
 Ability to read and follow instructions  
 Ability to work independently  
 Ability to work under pressure  
 Basic math skills  
 Good grooming skills  
 Oral communication skills  
 Pleasant personality  
 Reliability and honesty  
 Willingness to work nights, weekends, holidays  
 Willingness to work shifts  
 Willingness to work with close supervision

## ■ SUPPLY AND DEMAND

### Degree of difficulty in finding qualified applicants:

Experienced and Inexperienced – *Moderately difficult*.  
 Demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times. Qualified applicants encounter little competition in their job search.

### Primary recruitment methods:

Employee referrals ..... 94%  
 Walk-in applicants ..... 82%  
 Other (Word of mouth) ..... 47%

### Hired in the past 12 months: 54

### Source of filled vacancies:

Promotions ..... 4%  
 Employees leaving ..... 81%  
 New positions ..... 15%  
 Temporary, on call, or seasonal positions ..... 0%

## ■ SIZE OF OCCUPATION

### EDD estimated occupation size 1997–2004:

None available.

### Gender ratio as reported by responding employers:

Female - 78%      Male - 22%

## ■ WHERE THE JOBS ARE

Grocery Stores  
 Miscellaneous Food Stores

## ■ PROJECTIONS

### Two year projections as reported by responding employers:

Grow - 35%      Remain Stable - 65%      Decline - 0%

### EDD OCCUPATIONAL FORECAST 1997–2004

This is a non-OES occupation and projections are not available that accurately reflect the employment growth and trends in Ventura County.

## ■ OTHER INFORMATION

### Shifts worked:

Day - 82%      Swing - 76%      Graveyard - 6%      Other - 6%

### Promotional opportunities:

**Most** responding employers (76%) promote their employees to higher level positions.

### Skills important for career advancement:

Management skills, honesty and reliability, industriousness, and customer service skills.

### Additional information:

*U.S. Department of Labor Occupational Outlook Handbook, 2000–2001 edition, page 45.*

*See Appendix C starting on page 168 for Training Providers in this occupation.*

# Hairdressers, Hairstylists, and Cosmetologists

Employers Responded: 16 • Employees Covered: 151

Hairdressers, Hairstylists, and Cosmetologists provide beauty services for customers, such as suggesting hair styles, cutting and styling hair, treating the scalp, applying make-up, and dressing wigs. Please do not include Shampooers, Manicurists, and Beauty School Instructors.

## WAGES AND BENEFITS

	<i>Range</i>	<i>Median</i>
New hires, no prior experience	\$5.75 to \$6.50	\$5.75
New to firm, experienced	\$5.75 to \$6.50	\$5.88
Three years with firm	\$5.75 to \$7.70	\$5.88

**Other forms of compensation:** All responding employers pay a base wage plus commissions. Commissions range from 15% to 60%. Tips are also received.

All responding employers reported that wages are not subject to collective bargaining or union agreements.

Benefits (based on 16 firms)	Employer Pays All Full-time	Share Cost Full-time	Employee Pays All Full-time
Medical Insurance .....	0% .....	19% .....	19%
Dental Insurance .....	0% .....	13% .....	13%
Vision Insurance .....	0% .....	6% .....	6%
Life Insurance .....	0% .....	6% .....	6%
Sick Leave .....	13% .....	6% .....	0%
Vacation .....	25% .....	13% .....	13%
Retirement Plan .....	0% .....	6% .....	6%
Child Care .....	0% .....	0% .....	6%

**Hours worked:** Most employees (67%) work full-time, 30 to 38 hours per week weighted average. Some employees (32%) work part-time, 24 hours per week weighted average.

## EMPLOYER REQUIREMENTS

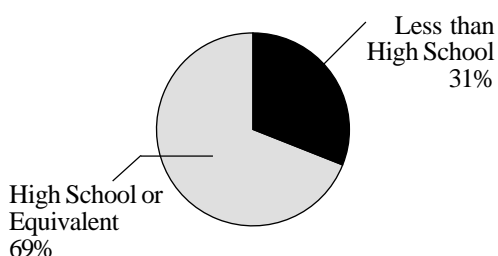
	<i>Required</i>	<i>Preferred</i>	<i>Not Required</i>
Experience prior to employment .....	6% .....	38% .....	56%
Technical/Vocational training prior to employment .....	100% .....	0% .....	0%

**Experience:** Related work experience, required or preferred, ranges from 6 to 12 months or an average of 10 months. None of these employers will accept training as a substitute for experience since training is a requirement.

**Technical/Vocational training:** Required training ranges from 9 to 24 months or an average of 12 months. Training includes a cosmetology course or an in-house apprenticeship program.

**Legally mandated requirements:** Beauty operators working in cosmetology establishments must have completed a course in cosmetology, not less than 1600 hours, from a school approved by the Board of Barbering and Cosmetology. Examination and licensing are required. — *California License Handbook, 5th Edition 1997*

MINIMUM LEVEL OF EDUCATION REQUIRED



**Desired computer software skills:** All responding employers reported that none are required.

## ■ EMPLOYER REQUIREMENTS (*continued*)

### Important job qualifications and skills as reported in statewide surveys:

#### Physical

Manual dexterity  
Good eye-hand coordination  
Good vision  
Possession of good color perception  
Ability to stand continuously for 2 or more hours

#### Personal or other

Willingness to work with close supervision  
Public contact skills  
Ability to work independently  
Ability to work under pressure  
Ability to follow oral instructions  
Basic math skills  
Ability to read and follow instructions  
Ability to write legibly  
Oral communication skills

## ■ SUPPLY AND DEMAND

### Degree of difficulty in finding qualified applicants:

Experienced and inexperienced – *Very difficult*. Due to high turnover, demand is considerably greater than the supply of qualified applicants. Employers often cannot find qualified applicants when an opening exists. Qualified applicants encounter no competition in their job search.

#### Primary recruitment methods:

Newspaper ads .....	75%
Walk-in applicants .....	75%
Employee referrals .....	69%
School/program referrals .....	38%

#### Hired in the past 12 months: 50

#### Source of filled vacancies:

Promotions .....	2%
Employees leaving .....	70%
New positions .....	28%
Temporary, on call, or seasonal positions .....	0%

## ■ SIZE OF OCCUPATION

### EDD estimated occupation size 1997–2004:

Medium (660 – 770 employees)

### Gender ratio as reported by responding employers:

Female - 89%    Male - 11%

## ■ WHERE THE JOBS ARE

Beauty Shops .....	87.1%
Department Stores .....	9.2%
Other .....	3.7%

## ■ PROJECTIONS

### Two year projections as reported by responding employers:

Grow - 31%    Remain Stable - 38%    Decline - 31%

#### EDD OCCUPATIONAL FORECAST 1997–2004

##### Projected job openings for 7-year period: 240

Due to growth - 110

Due to separations - 130

##### Projected job growth rate for 7-year period:

16.7% (Average)

Average growth rate for all occupations - 16.9%

## ■ OTHER INFORMATION

### Shifts worked:

Day - 100%    Swing - 31%    Graveyard - 0%    Other - 69%  
Other shifts include: Evenings

### Promotional opportunities:

Most responding employers (69%) promote their employees to higher level positions.

### Skills important for career advancement:

Continuing education, ability to keep up with current styles and products, client building skills, and motivation.

### Additional information:

*EDD California Occupational Guide, No. 58; U.S. Department of Labor Occupational Outlook Handbook, 2000–2001 edition, page 348.*

**Note:** Our figures do not reflect workers who are self-employed and rent booth space from salon owners.

*See Appendix C starting on page 168 for Training Providers in this occupation.*

# Hand Packers and Packagers

Employers Responded: 15 • Employees Covered: 446

Hand Packers and Packagers pack or package by hand a wide variety of products and materials. Please do not include workers whose jobs require more than minimum training.

## WAGES AND BENEFITS

	<i>Range</i>	<i>Median</i>
New hires, no prior experience	\$5.75 to \$12.50	\$5.75
New to firm, experienced	\$5.75 to \$12.50	\$5.85
Three years with firm	\$5.75 to \$14.20	\$6.80

All employees have non-union status.

Benefits (based on 11 responding employers)	Full-time	Part-time
Paid Vacation .....	100%	0%
Medical Insurance .....	91%	0%
Life Insurance .....	91%	0%
Dental Insurance .....	73%	0%
Retirement Plan .....	64%	0%
Paid Sick Leave .....	55%	0%
Vision Insurance .....	36%	0%
Child Care .....	0%	0%

**Hours worked:** Many employees (59%) work full-time, 43 hours per week weighted average. Few employees (less than 20%) work part-time, 30 hours per week weighted average. Some employees (38%) work seasonal, 51 hours per week weighted average.

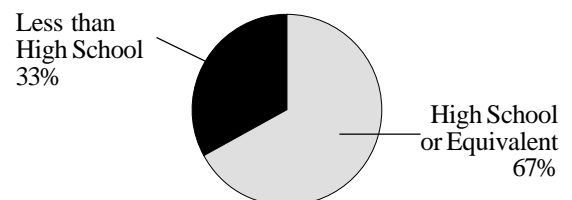
## EMPLOYER REQUIREMENTS

	<i>Always</i>	<i>Usually</i>	<i>Sometimes</i>	<i>Never</i>
Experience required prior to employment .....	0%	7%	33%	60%
Training as a substitute for work experience .....	67%	13%	20%	0%

**Experience:** Many responding employers (40%) prefer between 1 and 12 months of hand packer, packaging or warehouse experience.

**Training or certification prior to employment:**  
None reported.

EDUCATION OF RECENT HIRES



**Desired computer software skills:** Some responding employers (20%) seek computer skills as follows:  
 Data Base - 67%      Word Processing - 33%      Spreadsheet - 0%      Desktop Publishing - 0%      Other - 33%  
 Other skills include computer familiarity.

## ■ EMPLOYER REQUIREMENTS (*continued*)

### Important job qualifications and skills as reported in statewide surveys:

#### Physical

Good eye-hand coordination  
 Ability to stand continuously for 2 or more hours  
 Ability to sit continuously for 2 or more hours  
 Ability to lift at least 50 lbs. repeatedly

#### Personal or other

Willingness to work with close supervision  
 Ability to work independently  
 Basic math skills  
 Ability to read and follow instructions  
 Ability to write legibly  
 Oral communication skills

### New skills needed over the next 3 years:

**Few** responding employers (less than 20%) reported new skills that included learning in-house computer programs, and English as a second language.

## ■ SUPPLY AND DEMAND

### Degree of difficulty in finding qualified applicants:

	<i>Not difficult</i>	<i>A little difficult</i>	<i>Somewhat difficult</i>	<i>Very difficult</i>
Experienced:	67%	7%	20%	7%
Inexperienced:	60%	27%	13%	0%

Worker supply is somewhat larger than demand for qualified applicants, and applicants may experience competition in job seeking.

### Primary recruitment methods:

Employee referrals .....	87%
Unsolicited applicants .....	53%
In-house promotion or transfer .....	47%

### Hired in the past 12 months: 327

#### Source of filled vacancies:

Promotions .....	6%
Employees leaving .....	9%
New positions .....	12%
Temporary or seasonal .....	73%

## ■ SIZE OF OCCUPATION

### EDD estimated occupation size 1997–2004:

Very large (1,900 – 2,540 employees)

### Gender ratio as reported by responding employers:

Female - 62%    Male - 38%

## ■ WHERE THE JOBS ARE

Help Supply, and Employment Agencies .....	40.0%
Grocery Store .....	21.0%
Manufacturing .....	16.7%
Agriculture and Other .....	22.3%

## ■ PROJECTIONS

### Three year projections as reported by responding employers:

Grow - 53%    Remain Stable - 33%    Decline - 13%

#### EDD OCCUPATIONAL FORECAST 1997–2004

#### Projected job openings for 7-year period: 1,060

Due to growth - 640

Due to separations - 420

#### Projected job growth rate for 7-year period:

33.7% (Much faster than average)

Average growth rate for all occupations - 16.9%

## ■ OTHER INFORMATION

### Promotional opportunities:

**Most** responding employers (73%) promote their employees to higher level positions.

### Additional information:

*U.S. Department of Labor Occupational Outlook Handbook, 2000–2001 edition, page 511.*

# Heating, Air Conditioning, and Refrigeration Mechanics and Installers

Employers Responded: 16 • Employees Covered: 131

Heating, Air Conditioning, and Refrigeration Mechanics and Installers install and repair heating, air conditioning, and refrigeration systems. Their duties may include installation and repair of oil burners, hot-air furnaces, heating stoves, and similar equipment in homes and commercial establishments using hand and pipe threading tools. They may also install and repair cooling and central air conditioning systems. Please do not include workers who do only plumbing and pipefitting work.

## WAGES AND BENEFITS

	<i>Range</i>	<i>Median</i>
New hires, no prior experience	\$ 6.00 to \$ 8.00	\$ 8.00
New to firm, experienced	\$ 8.00 to \$25.45	\$12.00
Three years with firm	\$12.00 to \$25.45	\$20.00

**Other forms of compensation:** Some responding employers (25%) reported that they also pay a commission, piece rate, bonus, or profit sharing, in addition to the above wages. For experienced and three years with the firm, union firms pay at the top end of the pay range.

**Few** responding employers (less than 20%) report that wages are subject to collective bargaining or union agreements.

Benefits (based on 16 firms)	Employer Pays All Full-time	Share Cost Full-time	Employee Pays All Full-time
Medical Insurance .....	81%	6%	0%
Dental Insurance .....	25%	13%	13%
Vision Insurance .....	25%	0%	13%
Life Insurance .....	25%	0%	0%
Sick Leave .....	19%	0%	6%
Vacation .....	75%	0%	6%
Retirement Plan .....	44%	13%	6%
Child Care .....	0%	0%	0%

**Hours worked:** Almost all employees (98%) work full-time, 42 hours per week weighted average.

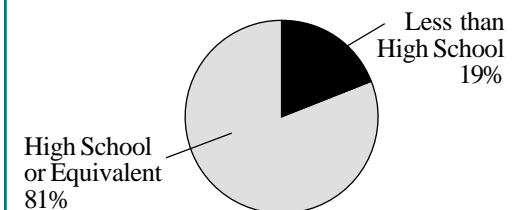
## EMPLOYER REQUIREMENTS

	<i>Required</i>	<i>Preferred</i>	<i>Not Required</i>
Experience prior to employment .....	63%	31%	6%
Technical/Vocational training prior to employment .....	31%	44%	25%

**Experience:** Related work experience, required or preferred, ranges from 6 to 60 months or an average of 25 months. Many of these employers (47%) will accept training as a substitute for experience.

**Technical/Vocational training:** Required or preferred training ranges from 3 to 48 months or an average of 21 months. Training includes heating, air conditioning and refrigeration courses, apprenticeship programs, and certification programs.

### MINIMUM LEVEL OF EDUCATION REQUIRED



**Desired computer software skills:** Few responding employers (less than 20%) seek computer skills as follows:  
 Word Processing - 67 %      Spreadsheet - 33 %      Data Base - 0 %      Desktop Publishing - 0 %      Other - 33%  
 Other skills include Computer Numerical Control (CNC).



## ■ EMPLOYER REQUIREMENTS *(continued)*

### Important job qualifications and skills as reported in statewide surveys:

#### Technical

Understanding of circuit design  
 Ability to read blueprints  
 Cost estimating skills  
 Sheet metal working skills  
 Plumbing skills  
 Pipefitting skills  
 Soldering skills  
 Bondable  
 Welding skills  
 Possession of a valid driver's license  
 Problem solving skills

#### Physical

Ability to lift at least 100 lbs. repeatedly

#### Personal or other

Ability to provide own hand tools  
 Public contact skills  
 Ability to work independently  
 Possession of a good DMV driving record  
 Basic math skills  
 Ability to read and follow instructions  
 Ability to write legibly  
 Oral communication skills

## ■ SUPPLY AND DEMAND

### Degree of difficulty in finding qualified applicants:

Experienced and inexperienced – *Moderately difficult*.  
 Due to turnover and growth, demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times. Qualified applicants encounter little competition in their job search.

### Primary recruitment methods:

Newspaper ads ..... 56%  
 Employee referrals ..... 50%  
 Walk-in applicants ..... 38%

### Hired in the past 12 months: 34

#### Source of filled vacancies:

Promotions ..... 0%  
 Employees leaving ..... 56%  
 New positions ..... 41%  
 Temporary, on call, or seasonal positions ..... 3%

## ■ SIZE OF OCCUPATION

### EDD estimated occupation size 1997–2004:

Small/Medium (350 – 480 employees)

### Gender ratio as reported by responding employers:

Male - 98%    Female - 2%

## ■ WHERE THE JOBS ARE

Plumbing, Heating, Air Conditioning ..... 73.3%  
 Refrigeration Service and Repair ..... 8.6%  
 Other ..... 18.1%

## ■ PROJECTIONS

### Two year projections as reported by responding employers:

Grow - 44%    Remain Stable - 56%    Decline - 0%

#### EDD OCCUPATIONAL FORECAST 1997–2004

##### Projected job openings for 7-year period: 200

Due to growth - 130

Due to separations - 70

##### Projected job growth rate for 7-year period:

37.1% (Much faster than average)

Average growth rate for all occupations - 16.9%

## ■ OTHER INFORMATION

### Shifts worked:

Day - 100%    Swing - 0%    Graveyard - 0%    Other - 6%

### Promotional opportunities:

**Almost all** responding employers (81%) promote their employees to higher level positions.

### Skills important for career advancement:

Continued training in industry technology and manufacturers' products, and management skills.

### Additional information:

*EDD California Occupational Guide, No. 32; U.S. Department of Labor Occupational Outlook Handbook, 2000–2001 edition, page 391.*

*See Appendix C starting on page 168 for Training Providers in this occupation.*

# HOME HEALTH AIDES

## Home Health Aides

Employers Responded: 15 • Employees Covered: 209

Home Health Aides care for elderly, convalescent, or handicapped person in home of patient. They perform duties for patients such as changing bed linen, preparing meals, assisting in and out of bed, bathing, dressing, grooming, and assisting with medications under doctors' orders or direction of nurse. Please exclude Nursing Aides and Homemakers.

### WAGES AND BENEFITS

	Range	Median
New hires, no prior experience	\$6.75 to \$14.00	\$ 7.50
New to firm, experienced	\$7.25 to \$17.00	\$ 9.15
Three years with firm	\$8.00 to \$18.00	\$10.00

All responding employers reported that wages are not subject to collective bargaining or union agreements.

Benefits (based on 15 firms)	Employer Pays All		Share Cost		Employee Pays All	
	FT	PT	FT	PT	FT	PT
Medical Insurance .....	23%	8%	38%	0%	0%	8%
Dental Insurance .....	8%	8%	38%	0%	8%	8%
Vision Insurance .....	0%	0%	38%	0%	0%	0%
Life Insurance .....	8%	0%	15%	0%	0%	0%
Sick Leave .....	46%	15%	8%	0%	0%	0%
Vacation .....	62%	23%	0%	0%	0%	0%
Retirement Plan .....	0%	0%	23%	8%	15%	0%
Child Care .....	0%	0%	0%	0%	0%	0%

**Hours worked:** Many employees (48%) work full-time, 39 hours per week weighted average. Some employees (29%) work part-time, 26 hours per week weighted average. Some employees (23%) work temporary/on call, 32 hours per week weighted average.

### EMPLOYER REQUIREMENTS

	Required	Preferred	Not Required
Experience prior to employment .....	67%	13%	20%
Technical/Vocational training prior to employment .....	100%	0%	0%

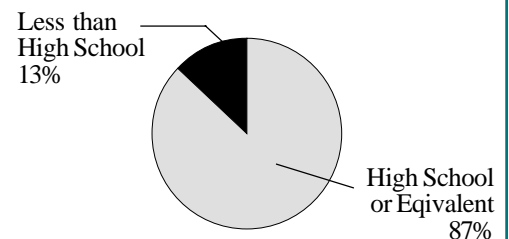
**Experience:** Required or preferred experience in this occupation ranges from 6 to 12 months or an average of 10 months. Other acceptable experience listed by responding employers includes Certified Nursing Assistant. Many of these employers (58%) will accept training as a substitute for experience.

**Technical/Vocational training:** Required training ranges from 3 to 9 months or an average of 4 months. Training includes a Home Health Aide program for certification.

**Legally mandated requirements:** To work as a Home Health Aide in California, you must get the Home Health Aide certificate issued by the State Department of Health Services. This certificate is earned by completing 65 hours of supervised clinical training and 55 hours of classroom training. — *California Professional & Business License Handbook, August 1999*

**Desired computer software skills:** None required.

#### MINIMUM LEVEL OF EDUCATION REQUIRED



## ■ EMPLOYER REQUIREMENTS (*continued*)

### Important job qualifications and skills as reported by employers:

#### Technical

Ability to accurately record and report information  
 Ability to administer first aid  
 Ability to care for chronically ill persons  
 Ability to care for elderly persons  
 Ability to prepare meals  
 Knowledge of nutrition  
 Possession of a Cardiopulmonary Resuscitation certificate  
 Possession of a Home Health Aide (HHA) certificate  
 Possession of a valid driver's license  
 Problem solving skills

#### Physical

Good physical condition  
 Physically able to lift and move patients  
 Ability to pass a pre-employment medical examination

#### Personal or other

Ability to exercise good judgment  
 Ability to exercise patience  
 Ability to read and follow instructions  
 Ability to work independently  
 Emotional stability and maturity  
 High standards of personal cleanliness  
 Interpersonal skills  
 Oral communication skills  
 Possession of a reliable vehicle  
 Understanding of human behavior  
 Understanding of a variety of cultures  
 Willingness to accept responsibility  
 Willingness to work with close supervision

## ■ SUPPLY AND DEMAND

### Degree of difficulty in finding qualified applicants:

Experienced and Inexperienced – *Moderately difficult*. Demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times. Qualified applicants encounter little competition in their job search.

### Primary recruitment methods:

Employee referrals .....	80%
Newspaper ads .....	80%
Walk-in applicants .....	60%
School /Program referrals .....	33%

### Hired in the past 12 months: 67

### Source of filled vacancies:

Promotions .....	4%
Employees leaving .....	46%
New positions .....	31%
Temporary, on call, or seasonal positions .....	18%

## ■ SIZE OF OCCUPATION

### EDD estimated occupation size 1997–2004:

Small/Medium (350 – 490 employees)

### Gender ratio as reported by responding employers:

Female - 85%    Male - 15%

## ■ WHERE THE JOBS ARE

Home Health Care Services .....	67%
Personnel Supply Services .....	13%
Other .....	20%

## ■ PROJECTIONS

### Two year projections as reported by responding employers:

Grow - 73%    Remain Stable - 20%    Decline - 7%

### EDD OCCUPATIONAL FORECAST 1997–2004

#### Projected job openings for 7-year period: 180

Due to growth - 140

Due to separations - 40

#### Projected job growth rate for 7-year period:

40% (Much faster than average)

Average growth rate for all occupations - 16.9%

## ■ OTHER INFORMATION

### Shifts worked:

Day - 100%    Swing - 47%    Graveyard - 40%    Other - 7%

### Promotional opportunities:

**Most** responding employers (60%) promote their employees to higher level positions.

### Skills important for career advancement:

Skills necessary to become certified as a Nursing Assistant or a Registered Nurse.

### Additional information:

*U.S. Department of Labor Occupational Outlook Handbook 461, 2000–2001 edition, page 351.*

*See Appendix C starting on page 168 for Training Providers in this occupation.*

# Hotel Desk Clerks

Employers Responded: 15 • Employees Covered: 105

Hotel Desk Clerks accommodate hotel patrons by registering and assigning rooms to guests, issuing room keys, transmitting and receiving messages, keeping records of rooms occupied and guests' accounts, making and confirming reservations, and presenting statements to and collecting payments from departing guests.

## WAGES AND BENEFITS

	<i>Range</i>	<i>Median</i>
New hires, no prior experience	\$5.75 to \$ 8.00	\$7.00
New to firm, experienced	\$5.75 to \$ 8.50	\$7.50
Three years with firm	\$6.50 to \$10.00	\$8.00

All responding employers reported that wages are not subject to collective bargaining or union agreements.

Benefits (based on 15 firms)	Employer Pays All Full-time	Share Cost Full-time	Employee Pays All Full-time
Medical Insurance .....	0%	60%	7%
Dental Insurance .....	0%	47%	20%
Vision Insurance .....	0%	33%	7%
Life Insurance .....	0%	33%	13%
Sick Leave .....	40%	7%	7%
Vacation .....	73%	13%	0%
Retirement Plan .....	0%	47%	0%
Child Care .....	0%	0%	0%

**Hours worked:** Most employees (74%) work full-time, 39 hours per week weighted average. Some employees (22%) work part-time, 25 hours per week weighted average.

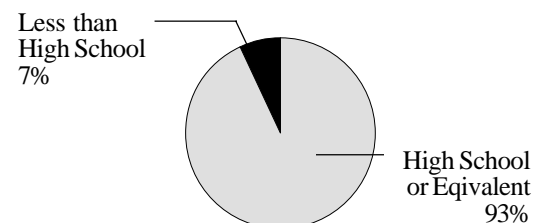
## EMPLOYER REQUIREMENTS

	<i>Required</i>	<i>Preferred</i>	<i>Not Required</i>
Experience prior to employment .....	0%	53%	47%
Technical/Vocational training prior to employment .....	0%	13%	87%

**Experience:** Preferred experience in this occupation ranges from 6 to 12 months or an average of 9 months. Other acceptable experience listed by responding employers includes customer service and retail sales. Most of these employers (63%) will accept training as a substitute for experience.

**Technical/Vocational training:** Preferred training ranges from 2 to 3 months or an average of 3 months. Training includes Guest Services Agency (GSA) certification.

### MINIMUM LEVEL OF EDUCATION REQUIRED



**Desired computer software skills:** Almost all responding employers (93%) seek computer skills as follows:  
 Word Processing - 29%    Spreadsheet - 14%    Data Base - 7%    Desktop Publishing - 0%    Other - 86%  
 Reported skills include hotel industry applications.

## ■ EMPLOYER REQUIREMENTS (*continued*)

### Important job qualifications and skills as reported by employers:

#### Technical

Record keeping skills  
Cash handling skills  
Ability to follow billing procedures  
Basic mathematical skills  
Ability to write effectively

#### Physical

Ability to stand for long periods of time

#### Personal or other

Good grooming skills  
Public contact skills  
Ability to work independently  
Ability to work as a team  
Ability to work under pressure  
Customer service skills  
Oral communication skills  
Active listening skills  
Reading and comprehension skills  
Dependable  
Willingness to work different shifts

## ■ SUPPLY AND DEMAND

### Degree of difficulty in finding qualified applicants:

Inexperienced – *Moderately difficult*. Due to turnover, demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times. Qualified applicants encounter little competition in their job search.

### Primary recruitment methods:

Newspaper ads ..... 87%  
Employee referrals ..... 60%  
In-house promotions or transfers ..... 40%  
Walk-in applicants ..... 40%

### Hired in the past 12 months: 68

#### Source of filled vacancies:

Promotions ..... 6%  
Employees leaving ..... 66%  
New positions ..... 19%  
Temporary, on call, or seasonal positions ..... 9%

## ■ SIZE OF OCCUPATION

### EDD estimated occupation size 1997–2004:

Small (250 – 320 employees)

### Gender ratio as reported by responding employers:

Female - 60%    Male - 40%

## ■ WHERE THE JOBS ARE

Hotels and Motels ..... 92.2%  
Other ..... 2.8%

## ■ PROJECTIONS

### Two year projections as reported by responding employers:

Grow - 27%    Remain Stable - 66%    Decline - 7%

### EDD OCCUPATIONAL FORECAST 1997–2004

#### Projected job openings for 7-year period: 170

Due to growth - 70

Due to separations - 100

#### Projected job growth rate for 7-year period:

28% (Much faster than average)

Average growth rate for all occupations - 16.9%

## ■ OTHER INFORMATION

### Shifts worked:

Day - 93%    Swing - 100%    Graveyard - 87%    Other - 20%  
Other shifts include weekends.

### Promotional opportunities:

**Almost all** responding employers (93%) promote their employees to higher level positions.

### Skills important for career advancement:

Management or supervisory skills, problem solving skills, computer skills, knowledge of the hotel business, and guest services skills.

### Additional information:

*EDD California Occupational Guide, No. 70, U.S. Department of Labor Occupational Outlook Handbook 461, 2000–2001 edition, page 299.*

*See Appendix C starting on page 168 for Training Providers in this occupation.*

# Industrial Production Managers

Employers Responded: 19 • Employees Covered: 65

Industrial Production Managers plan, organize, direct, control, or coordinate the operational (line) activities and resources necessary for manufacturing products in accordance with cost, quality, and quantity specifications.

## WAGES AND BENEFITS

	<i>Range</i>	<i>Median</i>
New hires, no prior experience	\$14.38 to \$23.97	\$16.78
New to firm, experienced	\$13.42 to \$33.56	\$23.97
Three years with firm	\$16.00 to \$38.36	\$26.85

All responding employers reported that wages are not subject to collective bargaining or union agreements.

Benefits (based on 19 firms)	Employer Pays All Full-time	Share Cost Full-time	Employee Pays All Full-time
Medical Insurance .....	26%	63%	0%
Dental Insurance .....	32%	47%	5%
Vision Insurance .....	16%	37%	5%
Life Insurance .....	63%	16%	0%
Sick Leave .....	74%	11%	0%
Vacation .....	89%	11%	0%
Retirement Plan .....	47%	26%	11%
Child Care .....	0%	11%	0%

**Hours worked:** All employees work full-time, 43 hours per week weighted average.

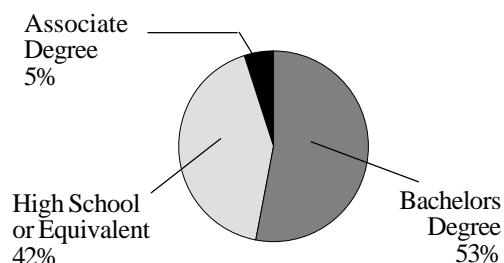
## EMPLOYER REQUIREMENTS

	<i>Required</i>	<i>Preferred</i>	<i>Not Required</i>
Experience prior to employment .....	84%	16%	0%
Technical/Vocational training prior to employment .....	16%	11%	73%

**Experience:** Required or preferred experience in this occupation ranges from 12 to 60 months or an average of 45 months. Other acceptable experience listed by responding employers includes in-house or industry related positions and other management positions. **Some** of these employers (26%) will accept training as a substitute for experience.

**Technical/Vocational training:** Required or preferred training ranges from 3 to 48 months or an average of 25 months. Training includes industry related courses or programs.

MINIMUM LEVEL OF EDUCATION REQUIRED



**Desired computer software skills:** Almost all responding employers (89%) seek computer skills as follows: Word Processing - 71% Spreadsheet - 88% Data Base - 53% Desktop Publishing - 0% Other - 24%. Other skills include manufacturing, accounting, and quality assurance software programs.



## ■ EMPLOYER REQUIREMENTS (*continued*)

### Important job qualifications and skills as reported by employers:

#### Technical

Ability to plan and organize the work of others  
 Ability to manage an activity or department  
 Ability to write and use job specifications for industrial jobs  
 Ability to implement safe work practices  
 Ability to apply safe storage techniques  
 Ability to apply materials resource planning (MRP) techniques  
 Ability to analyze data to solve problems  
 Ability to apply inventory control methods  
 Ability to create and implement production plans  
 Cost accounting skills  
 Knowledge of specific production processes

#### Personal or other

Ability to work under pressure  
 Oral communication skills  
 Organizational skills  
 Interpersonal skills  
 Ability to set work priorities  
 Ability to meet deadlines  
 Willingness to do shift work  
 Willingness to work nights, weekends, and holidays

## ■ SUPPLY AND DEMAND

### Degree of difficulty in finding qualified applicants:

Experienced – *Very difficult*. Demand is considerably greater than the supply of qualified applicants. Employers often cannot find qualified applicants when an opening exists. Qualified applicants encounter no competition in their job search.

Inexperienced – *Not difficult*. Supply of qualified applicants is considerably greater than demand, creating a very competitive job market for applicants.

### Primary recruitment methods:

In-house promotions or transfers ..... 79%  
 Newspaper ads ..... 47%  
 Private employment agencies ..... 47%  
 Internet ..... 26%

### Hired in the past 12 months: 15

#### Source of filled vacancies:

Promotions ..... 40%  
 Employees leaving ..... 33%  
 New positions ..... 27%  
 Temporary, on call, or seasonal positions ..... 0%

## ■ SIZE OF OCCUPATION

### EDD estimated occupation size 1997–2004:

Medium (610 – 770 employees)

### Gender ratio as reported by responding employers:

Male - 86%      Female - 14%

## ■ WHERE THE JOBS ARE

Manufacturing - Non-durable Goods ..... 21.4%  
 Measuring and Control Devices ..... 13.8%  
 Electronic Components ..... 6.4%  
 Electrical Equipment ..... 6.0%  
 Other ..... 52.4%

## ■ PROJECTIONS

### Two year projections as reported by responding employers:

Grow - 21%      Remain Stable - 79%      Decline - 0%

#### EDD OCCUPATIONAL FORECAST 1997–2004

#### Projected job openings for 7-year period: 260

Due to growth - 160

Due to separations - 100

#### Projected job growth rate for 7-year period:

26.2% (Much faster than average)

Average growth rate for all occupations - 16.9%

## ■ OTHER INFORMATION

### Shifts worked:

Day - 100%      Swing - 16%      Graveyard - 5%      Other - 0%

### Promotional opportunities:

**Most** responding employers (68%) promote their employees to higher level positions.

### Skills important for career advancement:

Knowledge of operations, management, and financial skills, job knowledge, and enhanced computer skills.

### Additional information:

*EDD California Occupational Guide, No. 271; U.S. Department of Labor Occupational Outlook Handbook, 2000–2001 edition, page 61 .*

*See Appendix C starting on page 168 for Training Providers in this occupation.*

# INSTRUCTIONAL AIDES

## Instructional Aides

Employers Responded: 18 • Employees Covered: 917

Instructional Aides work under the direct supervision of classroom teachers to assist the teacher in instructional tasks, and activities involving games, sports, arts and crafts. They also do routine clerical tasks such as record keeping, maintaining classroom supplies, and operating office equipment. They may assist teachers with the instruction of mentally or physically handicapped pupils.

### WAGES AND BENEFITS

	Union		Non-union	
	Range	Median	Range	Median
New hires, no prior experience	\$8.28 to \$10.37	\$ 9.04	\$5.75 to \$ 8.24	\$7.50
New to firm, experienced	\$8.28 to \$12.92	\$ 9.50	\$7.50 to \$ 9.50	\$9.00
Three years with firm	\$9.43 to \$15.21	\$10.45	\$8.00 to \$10.00	\$9.50

**Almost all** employees (97%) have union status.

Benefits (based on 12 responding employers)	Full-time	Part-time
Medical Insurance .....	42%	42%
Dental Insurance .....	42%	33%
Vision Insurance .....	42%	33%
Paid Sick Leave .....	42%	50%
Paid Vacation .....	42%	50%
Life Insurance .....	25%	25%
Retirement Plan .....	25%	75%
Child Care .....	0%	17%

**Hours worked:** **Almost all** employees (80%) work part-time, 18 hours per week weighted average. **Few** employees (less than 20%) work full-time, 30 to 39 hours per week weighted average.

### EMPLOYER REQUIREMENTS

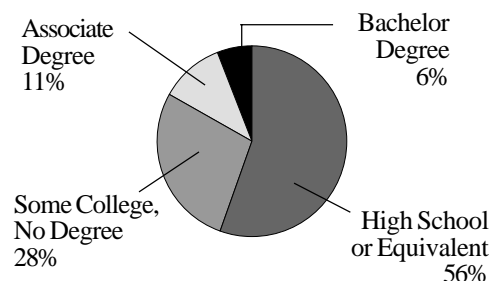
	Always	Usually	Sometimes	Never
Experience required prior to employment .....	11%	28%	39%	22%
Training as a substitute for work experience .....	22%	28%	33%	17%

**Experience:** **Almost all** responding employers (83%) require or prefer between 3 and 12 months of Instructional Aide related work experience. Other experience listed by these employers includes special education child care, child care, bilingual Spanish and English.

**Training or certification prior to employment:** **Many** responding employers (50%) require between 1 and 12 months of training or certification that includes 12 Early Childhood Education units, first aid, CPR, and a valid California drivers license.

**Legally mandated requirements:** All schools require applicants to pass a state-mandated proficiency test in reading, language and math. All employees must have fingerprinting clearance. — *EDD California Occupational Guide, No. 502*

EDUCATION OF RECENT HIRES



**Desired computer software skills:** **Many** responding employers (44%) seek computer skills as follows:  
 Word Processing - 100%    Data Base - 13%    Spreadsheet - 13%    Desktop Publishing - 13%    Other - 25%  
 Other skills include computer literacy and learning new programs.

## ■ EMPLOYER REQUIREMENTS (*continued*)

### Important job qualifications and skills as reported in statewide surveys:

#### Technical

Basic math skills  
 Ability to apply teaching techniques  
 Knowledge of early childhood development  
 Ability to operate audiovisual equipment  
 Oral reading skills  
 Musical skills  
 Classroom management skills  
 Record keeping skills  
 Ability to administer emergency first aid  
 Possession of an Early Childhood Development Certificate  
 Ability to write effectively  
 Ability to type at least 45 wpm

#### Physical

Ability to pass a pre-employment medical examination

#### Personal or other

Understanding of a variety of cultures  
 Ability to handle crisis situations  
 Willingness to work with close supervision  
 Ability to work independently  
 Ability to exercise patience  
 Basic math skills  
 Ability to read and follow instructions  
 Ability to write legibly  
 Oral communication skills

### New skills needed over the next 3 years:

Some responding employers (33%) reported new skills that included computer skills, behavior intervention, and CPR.

## ■ SUPPLY AND DEMAND

### Degree of difficulty in finding qualified applicants:

	<i>Not difficult</i>	<i>A little difficult</i>	<i>Somewhat difficult</i>	<i>Very difficult</i>
Experienced:	44%	11%	39%	6%
Inexperienced:	44%	13%	31%	13%

Worker supply is somewhat larger than demand for qualified applicants, and applicants may experience competition in job seeking.

### Primary recruitment methods:

Newspaper ads .....	94%
In-house promotion or transfer .....	67%
Employee referrals .....	50%

### Hired in the past 12 months: 237

### Source of filled vacancies:

Promotions .....	9%
Employees leaving .....	57%
New positions .....	23%
Temporary or seasonal .....	11%

## ■ SIZE OF OCCUPATION

### EDD estimated occupation size 1997–2004:

Large/Very large (1,680 – 2,430 employees)\*

### Gender ratio as reported by responding employers:

Female - 95%    Male - 5%

## ■ WHERE THE JOBS ARE

Elementary and Secondary Schools .....	95.4%
Other .....	4.6%

## ■ PROJECTIONS

### Three year projections as reported by responding employers:

Grow - 22%    Remain Stable - 72%    Decline - 6%

### EDD OCCUPATIONAL FORECAST 1997–2004

#### Projected job openings for 7-year period: 930\*

Due to growth - 750\*

Due to separations - 180\*

#### Projected job growth rate for 7-year period:

44.6% (Much faster than average)\*

Average growth rate for all occupations - 16.9%

## ■ OTHER INFORMATION

### Promotional opportunities:

Almost all responding employers (83%) promote their employees to higher level positions.

### Additional information:

*EDD California Occupational Guide, No. 502; U.S. Department of Labor Occupational Outlook Handbook, 2000–2001 edition, page 326.*

*\*Estimates are from OES 315210 -Teacher Aides, Paraprofessional.*

*See Appendix C starting on page 168 for Training Providers in this occupation.*

# Insurance Adjusters, Examiners, and Investigators

Employers Responded: 16 • Employees Covered: 162

Insurance Adjusters, Examiners, and Investigators investigate, analyze, and determine the validity of the amount of the insurance company's liability concerning personal, casualty, or property loss or damages, and effect a settlement with claimants. They correspond with or interview medical specialists, agents, witnesses, or claimants to compile information, calculate benefit payments, and approve payment of claims within a certain monetary limit. Please do not include Insurance Sales Agents, Insurance Policy Process Clerks, and Claims Clerks.

## WAGES AND BENEFITS

	<i>Range</i>	<i>Median</i>
New hires, no prior experience	\$10.65 to \$16.46	\$14.38
New to firm, experienced	\$ 9.08 to \$21.58	\$16.83
Three years with firm	\$12.11 to \$31.16	\$19.09

**Few** responding employers (less than 20%) reported that wages are subject to collective bargaining or union agreements.

Benefits (based on 16 firms)	Employer Pays All Full-time	Share Cost Full-time	Employee Pays All Full-time
Medical Insurance .....	44%	50%	6%
Dental Insurance .....	38%	44%	6%
Vision Insurance .....	25%	38%	6%
Life Insurance .....	50%	25%	6%
Sick Leave .....	63%	13%	0%
Vacation .....	75%	13%	0%
Retirement Plan .....	44%	38%	13%
Child Care .....	0%	0%	6%

**Hours worked:** **Almost all** employees (96%) work full-time, 42 hours per week weighted average.

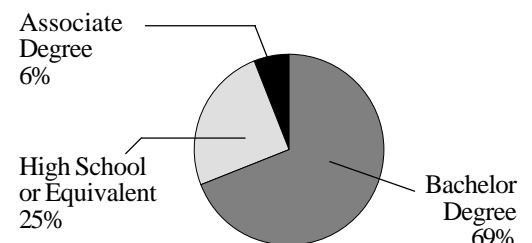
## EMPLOYER REQUIREMENTS

	<i>Required</i>	<i>Preferred</i>	<i>Not Required</i>
Experience prior to employment .....	56%	38%	6%
Technical/Vocational training prior to employment .....	13%	6%	81%

**Experience:** Required or preferred experience in this occupation ranges from 12 to 60 months or an average of 32 months. Other acceptable experience listed by responding employers includes industry related positions. **Some** of these employers (20%) will accept training as a substitute for experience.

**Technical/Vocational training:** Required or preferred training ranges from 12 to 24 months or an average of 20 months. Training includes insurance courses.

MINIMUM LEVEL OF EDUCATION REQUIRED



**Desired computer software skills:** **Almost all** responding employers (88%) seek computer skills as follows:  
 Word Processing - 93%    Spreadsheet - 43%    Data Base - 29%    Desktop Publishing - 7%    Other - 43%  
 Reported skills include Word, Excel, industry specific programs, e-mail, and the Internet.

## ■ EMPLOYER REQUIREMENTS (*continued*)

### Important job qualifications and skills as reported by employers:

#### Technical

Ability to appraise real and personal property  
 Ability to complete and explain insurance forms  
 Ability to interpret policy coverage  
 Ability to interview others for information  
 Ability to write effectively  
 Basic construction skills  
 Business math skills  
 Investigative research skills  
 Knowledge of basic auto mechanics  
 Knowledge of medical terminology  
 Record keeping skills  
 Report writing skills  
 Understanding of insurance reimbursement regulations  
 Understanding of insurance terminology

#### Personal or other

Ability to read and follow instructions  
 Ability to think logically  
 Ability to work independently  
 Ability to write legibly  
 Customer service skills  
 Oral communication skills  
 Public contact skills  
 Willingness to work with close supervision

### New skills needed as reported by responding employers: Photography and digital camera use.

## ■ SUPPLY AND DEMAND

### Degree of difficulty in finding qualified applicants:

Experienced and inexperienced – *Very difficult*. Demand is considerably greater than the supply of qualified applicants. Employers often cannot find qualified applicants when an opening exists. Qualified applicants encounter no competition in their job search.

### Primary recruitment methods:

Newspaper ads ..... 63%  
 Employee referrals ..... 44%  
 In-house promotions or transfers ..... 44%  
 Internet ..... 31%

### Hired in the past 12 months: 26

### Source of filled vacancies:

Promotions ..... 27%  
 Employees leaving ..... 35%  
 New positions ..... 38%  
 Temporary, on call, or seasonal positions ..... 0%

## ■ SIZE OF OCCUPATION

### EDD estimated occupation size 1997–2004:

Small/Medium (250 – 400 employees)

### Gender ratio as reported by responding employers:

Female - 51%      Male - 49%

## ■ WHERE THE JOBS ARE

Fire, Marine and Casualty Insurance ..... 58.9%  
 Insurance Agents, Brokers ..... 20.4%  
 Other ..... 20.7%

## ■ PROJECTIONS

### Two year projections as reported by responding employers:

Grow - 38%      Remain Stable - 49%      Decline - 13%

### EDD OCCUPATIONAL FORECAST 1997–2004

#### Projected job openings for 7-year period: 180

Due to growth - 150

Due to separations - 30

#### Projected job growth rate for 7-year period:

60% (Much faster than average)

Average growth rate for all occupations - 16.9%

## ■ OTHER INFORMATION

### Shifts worked:

Day - 100%      Swing - 6%      Graveyard - 0%      Other - 13%

### Promotional opportunities:

**Almost all** responding employers (81%) promote their employees to higher level positions.

### Skills important for career advancement:

Management and supervisory skills, organizational skills, knowledge of insurance laws, and technical ability.

### Additional information:

*EDD California Occupational Guide, No. 67; U.S. Department of Labor Occupational Outlook Handbook, 2000–2001 edition, page 285.*

# Insurance Underwriters

Employers Responded: 11 • Employees Covered: 130

Insurance Underwriters review individual applications for insurance to evaluate degree of risk involved and determine acceptance of applications.

## WAGES AND BENEFITS

	<i>Range</i>	<i>Median</i>
New hires, no prior experience	\$ 5.75 to \$13.63	\$ 8.63
New to firm, experienced	\$ 8.63 to \$16.11	\$11.00
Three years with firm	\$11.50 to \$35.00	\$14.38

All employees have non-union status.

<b>Benefits</b> (based on 11 responding employers)	<b>Full-time</b>	<b>Part-time</b>
Medical Insurance .....	100%	18%
Paid Sick Leave .....	100%	18%
Paid Vacation .....	100%	18%
Life Insurance .....	82%	18%
Retirement Plan .....	82%	27%
Dental Insurance .....	73%	27%
Vision Insurance .....	64%	18%
Child Care .....	0%	9%

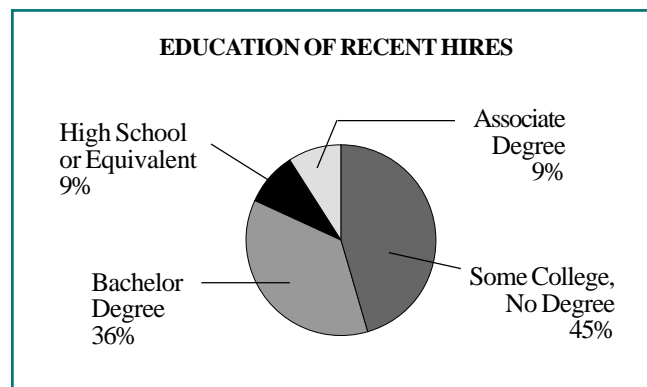
**Hours worked:** Almost all employees (96%) work full-time, 39 hours per week weighted average. Few employees (less than 20%) work part-time, 32 hours per week weighted average.

## EMPLOYER REQUIREMENTS

	<i>Always</i>	<i>Usually</i>	<i>Sometimes</i>	<i>Never</i>
Experience required prior to employment .....	64%	18%	18%	0%
Training as a substitute for work experience .....	9%	9%	18%	64%

**Experience:** All responding employers require or prefer between 12 and 36 months of Insurance Underwriter related work experience. Other experience listed by these employers includes insurance related field work and customer service representative.

**Training or certification prior to employment:** Many responding employers (55%) require between 1 and 48 months of training or certification that includes Property and Casualty License and prior in-house training.



**Desired computer software skills:** Almost all responding employers (91%) seek computer skills as follows: Word Processing - 80% Data Base - 50% Spreadsheet - 40% Desktop Publishing - 10% Other - 40% Other skills include Microsoft Office, industry designed programs, and rating systems.



## ■ EMPLOYER REQUIREMENTS (*continued*)

### Important job qualifications and skills as reported in statewide surveys:

#### Technical

Ability to perform advanced mathematical computations  
 Ability to write effectively  
 Ability to use a computer terminal  
 Ability to use personal computers  
 Knowledge of spreadsheet software  
 Analytical ability  
 Ability to think logically  
 Familiarity with statistical analysis  
 Knowledge of cost estimating  
 Ability to interpret policy coverage  
 Knowledge of medical terminology  
 Record keeping skills

#### Personal or other

Willingness to work with close supervision  
 Ability to work independently  
 Attention to detail  
 Customer service skills  
 Oral communication skills  
 Ability to write legibly  
 Ability to read and follow instructions

### New skills needed over the next 3 years:

**Most** responding employers (64%) reported new skills that included enhanced computer skills and learning in-house programs.

## ■ SUPPLY AND DEMAND

### Degree of difficulty in finding qualified applicants:

	<i>Not difficult</i>	<i>A little difficult</i>	<i>Somewhat difficult</i>	<i>Very difficult</i>
Experienced:	0%	27%	36%	36%
Inexperienced:	20%	20%	40%	20%

Employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times.

### Primary recruitment methods:

Newspaper ads .....	82%
In-house promotion or transfer .....	82%
Employee referrals .....	73%
Public schools or program referrals .....	55%

### Hired in the past 12 months: 55

### Source of filled vacancies:

Promotions .....	9%
Employees leaving .....	64%
New positions .....	25%
Temporary or seasonal .....	2%

## ■ SIZE OF OCCUPATION

### EDD estimated occupation size 1997–2004:

Small (100 – 110 employees)

### Gender ratio as reported by responding employers:

Female - 68%    Male - 32%

## ■ WHERE THE JOBS ARE

Fire, Marine and Casualty Insurance .....	44.0%
Insurance Agents and Brokers .....	18.8%
Mortgage Bankers and Security Brokers .....	18.0%
Hospital and Medical Plans .....	10.0%
Other .....	9.2%

## ■ PROJECTIONS

### Three year projections as reported by responding employers:

Grow - 55%    Remain Stable - 45%    Decline - 0%

### EDD OCCUPATIONAL FORECAST 1997–2004

#### Projected job openings for 7-year period: 30

Due to growth - 10

Due to separations - 20

#### Projected job growth rate for 7-year period:

10% (Slower than average)

Average growth rate for all occupations - 16.9%

## ■ OTHER INFORMATION

### Promotional opportunities:

**All** responding employers promote their employees to higher level positions.

### Additional information:

*EDD California Occupational Guide, No. 55; U.S. Department of Labor Occupational Outlook Handbook, 2000–2001 edition, page 65.*

# Internet Web Site Designers/Developers (Webmasters)

Employers Responded: 15 • Employees Covered: 37

Internet Web Site Designers/Developers (Webmasters) are responsible for managing the content of an organization's Internet web site. Usually using specialized software, they create, design and maintain web pages to communicate an organization's message to Internet users.

**Note:** Please see page 10 for an explanation of Non-OES occupations.

## WAGES AND BENEFITS

	<i>Range</i>	<i>Median</i>
New hires, no prior experience	\$ 9.21 to \$15.98	\$12.95
New to firm, experienced	\$10.00 to \$35.00	\$17.26
Three years with firm	\$15.00 to \$36.23	\$23.97

**Few** responding employers (less than 20%) reported that wages are subject to collective bargaining or union agreements.

Benefits (based on 15 firms)	Employer Pays All Full-time	Share Cost Full-time	Employee Pays All Full-time
Medical Insurance .....	40%	53%	0%
Dental Insurance .....	27%	40%	0%
Vision Insurance .....	13%	40%	0%
Life Insurance .....	27%	27%	7%
Sick Leave .....	93%	0%	0%
Vacation .....	93%	0%	0%
Retirement Plan .....	27%	40%	7%
Child Care .....	0%	0%	0%

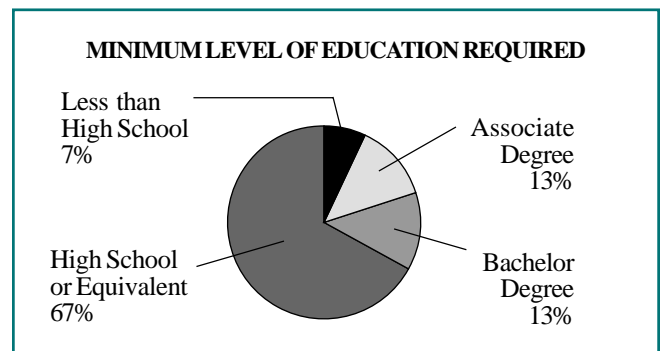
**Hours worked:** Almost all employees (95%) work full-time, 42 hours per week weighted average.

## EMPLOYER REQUIREMENTS

	<i>Required</i>	<i>Preferred</i>	<i>Not Required</i>
Experience prior to employment .....	80%	20%	0%
Technical/Vocational training prior to employment .....	53%	13%	33%

**Experience:** Related work experience, required or preferred, ranges from 6 to 48 months or an average of 21 months. **Many** of these employers (40%) will accept training as a substitute for experience

**Technical/Vocational training:** Required or preferred training ranges from 6 to 24 months or an average of 11 months. Training includes graphics, web page design, programming, HTML, and computer science programs.



**Desired computer software skills:** All responding employers seek computer skills as follows:

Word Processing - 93 %    Spreadsheet - 67 %    Data Base - 73%    Desktop Publishing - 100 %    Other - 100%  
 Skills include Adobe PhotoShop, HTML, Java, Word, E-mail, Windows NT, Adobe Illustrator, Access, Adobe PageMaker, Excel, PowerPoint, Windows 98/95, Filemaker Pro, UNIX, MS-DOS, Macintosh OS, PC Anywhere, Publisher, Corel Draw, Freehand, C++, Novell, Lotus, MS FrontPage, Oracle, Visual Basic, Cold Fusion, DHTML, Linux, Perl, Quark Express, Quickbooks, Visual Fox Pro, Windows for Workgroups, and WordPerfect.

## ■ EMPLOYER REQUIREMENTS (*continued*)

**Important job qualifications and skills as reported in the California Occupational Guide No. 559:**

### Technical

Proficient in Hyper Text Markup Language (HTML)  
Knowledge of Common Gateway Interface (CGI) scripting  
Basic graphic design capability  
Knowledge of graphic applications and techniques  
Basic skills and knowledge of TCP/IP and networking  
Marketing skills  
Creative and innovative

### Physical

Have good eyesight  
Ability to sit for long periods of time

### Personal or other

Ability to work independently  
Ability to work well with customers  
Ability to work under pressure and within timelines  
Ability to pay close attention to detail  
Good writing skills  
Oral communication skills

## ■ SUPPLY AND DEMAND

### Degree of difficulty in finding qualified applicants:

Experienced and inexperienced – *Moderately difficult*. Demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times. Qualified applicants encounter little competition in their job search.

### Primary recruitment methods:

Employee referrals .....	67%
Internet .....	67%
Newspaper ads .....	47%
In-house promotion or transfer .....	27%
School/program referrals .....	27%

### Hired in the past 12 months: 17

### Source of filled vacancies:

Promotions .....	6%
Employees leaving .....	12%
New positions .....	82%
Temporary, on call, or seasonal positions .....	0%

## ■ SIZE OF OCCUPATION

### EDD estimated occupation size 1997–2004:

Not available

### Gender ratio as reported by responding employers:

Male - 78%    Female - 22%

## ■ WHERE THE JOBS ARE

### Based on 1999 survey:

Commercial Art and Graphic Design  
Computer Programming Services  
Information Retrieval Services  
Advertising Agencies

## ■ PROJECTIONS

### Two year projections as reported by responding employers:

Grow - 73%    Remain Stable - 27%    Decline - 0%

### EDD OCCUPATIONAL FORECAST 1997–2004

This is a Non-OES emerging occupation and projections are not available that accurately reflect the employment growth and trends in Ventura County.

## ■ OTHER INFORMATION

### Shifts worked:

Day - 100%    Swing - 13%    Graveyard - 0%    Other - 7%

### Promotional opportunities:

**Most** responding employers (73%) promote their employees to higher level positions.

### Skills important for career advancement:

Management, supervisory, and administrative skills.

### Additional information:

*EDD California Occupational Guide, No. 559; U.S. Department of Labor Occupational Outlook Handbook, 2000–2001 edition, page 109.*

*See Appendix C starting on page 168 for Training Providers in this occupation.*

# JANITORS AND CLEANERS

## Janitors and Cleaners - except Maids and Housekeeping Cleaners

Employers Responded: 17 • Employees Covered: 364

Janitors and Cleaners, except Maids and Housekeeping Cleaners, keep buildings in clean and orderly condition. They perform heavy cleaning duties, such as operating motor-driven cleaning equipment, mopping floors, washing walls and glass, and removing rubbish. They may have additional duties and responsibilities, such as tending furnace and boiler, performing routine maintenance activities, notifying management of need for repairs and additions, and cleaning snow or debris from sidewalk. Please do not include Maids and Housekeepers.

### WAGES AND BENEFITS

	Non-union		Union	
	Range	Median	Range	Median
New hires, no prior experience	\$5.75 to \$10.03	\$6.00	\$10.06 to \$11.05	\$10.40
New to firm, experienced	\$5.75 to \$12.50	\$7.00	\$10.96 to \$11.75	\$11.21
Three years with firm	\$6.00 to \$15.00	\$8.00	\$11.21 to \$12.95	\$12.10

Some employees (29%) have union status.

Benefits (based on 13 responding employers)	Full-time	Part-time
Medical Insurance .....	92%	8%
Dental Insurance .....	85%	0%
Paid Vacation .....	85%	15%
Paid Sick Leave .....	77%	15%
Vision Insurance .....	69%	0%
Retirement Plan .....	62%	8%
Life Insurance .....	54%	0%
Child Care .....	8%	0%

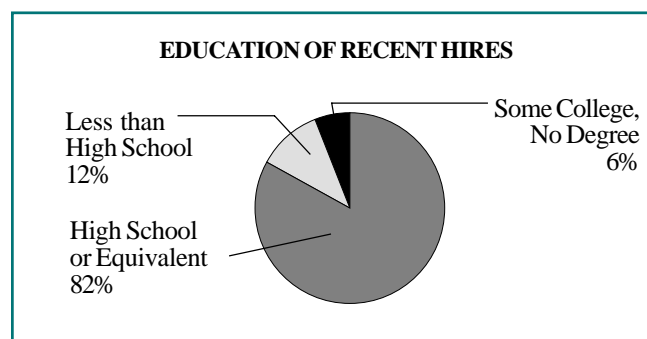
**Hours worked:** Most employees (61%) work full-time, 40 hours per week weighted average. Some employees (35%) work part-time, 25 hours per week weighted average.

### EMPLOYER REQUIREMENTS

	Always	Usually	Sometimes	Never
Experience required prior to employment .....	6%	12%	59%	24%
Training as a substitute for work experience .....	41%	18%	35%	6%

**Experience:** Most responding employers (76%) require or prefer between 3 and 36 months of Janitor and Cleaner related work experience. Other experience listed by these employers includes the use of chemical and cleaning compounds.

**Training or certification prior to employment:** Few responding employers (less than 20%) require 1 month of training that includes a basic janitor course.



**Desired computer software skills:** Few responding employers (less than 20%) seek computer skills as follows:  
 Word Processing - 100%      Spreadsheet - 0%      Data Base - 0%      Desktop Publishings - 0%      Other - 0%

## ■ EMPLOYER REQUIREMENTS (*continued*)

### Important job qualifications and skills as reported in statewide surveys:

#### Technical

Ability to operate floor polishing equipment  
 Understanding of cleaning compounds and solutions  
 Brush painting skills  
 Lawn and garden care skills  
 Window washing skills  
 Pest extermination skills  
 Painting skills  
 Ceramic and floor tile repair skills  
 Carpentry skills  
 Bondable  
 Ability to shampoo carpets  
 Possession of a valid driver's license

#### Physical

Lift at least 100 lbs. repeatedly

#### Personal or other

Possession of a reliable vehicle  
 Willingness to work with close supervision  
 Ability to work independently  
 Basic math skills  
 Ability to read and follow instructions  
 Ability to write legibly  
 Oral communication skills

### New skills needed over the next 3 years:

Few responding employers (less than 20%) reported new skills that included knowledge of hazardous material and operation of mechanized equipment.

## ■ SUPPLY AND DEMAND

### Degree of difficulty in finding qualified applicants:

	<i>Not difficult</i>	<i>A little difficult</i>	<i>Somewhat difficult</i>	<i>Very difficult</i>
Experienced:	41%	41%	12%	6%
Inexperienced:	41%	35%	24%	6%

Worker supply is somewhat larger than demand for qualified applicants, and applicants may experience competition in job seeking.

### Primary recruitment methods:

Newspaper ads .....	82%
Employee referrals .....	76%
In-house promotion or transfer .....	41%

### Hired in the past 12 months: 85

### Source of filled vacancies:

Promotions .....	6%
Employees leaving .....	58%
New positions .....	32%
Temporary or seasonal .....	7%

## ■ SIZE OF OCCUPATION

### EDD estimated occupation size 1997–2004:

Very large (3,380 – 3,770 employees)

### Gender ratio as reported by responding employers:

Male - 70%    Female - 30%

## ■ WHERE THE JOBS ARE

Building Maintenance .....	26.5%
Schools and Colleges .....	21.5%
Business, Health and Other Services .....	15.2%
Other .....	36.8%

## ■ PROJECTIONS

### Three year projections as reported by responding employers:

Grow - 41%    Remain Stable - 59%    Decline - 0%

### EDD OCCUPATIONAL FORECAST 1997-2004

#### Projected job openings for 7-year period: 910

Due to growth - 390

Due to separations - 520

#### Projected job growth rate for 7-year period:

11.5% (Slower than average)

Average growth rate for all occupations - 16.9%

## ■ OTHER INFORMATION

### Promotional opportunities:

Most responding employers (71%) promote their employees to higher level positions.

### Additional information:

*EDD California Occupational Guide, No. 88; U.S. Department of Labor Occupational Outlook Handbook, 2000–2001 edition, page 330.*

# LANDSCAPE ARCHITECTS

## Landscape Architects

Employers Responded: 7\* • Employees Covered: 14

Landscape Architects plan and design land areas for such projects as parks and other recreational facilities, airports, highways, hospitals, schools, land subdivisions, and commercial, industrial, and residential sites.

### WAGES AND BENEFITS

	<i>Range</i>	<i>Median</i>
New hires, no prior experience	\$15.34 to \$15.34	\$15.34
New to firm, experienced	\$12.00 to \$23.66	\$18.00
Three years with firm	\$14.00 to \$25.86	\$20.62

**Few** responding employers (less than 20%) reported that wages are subject to collective bargaining or union agreements.

Benefits (based on 7 firms)	Employer Pays All Full-time	Share Cost Full-time	Employee Pays All Full-time
Medical Insurance .....	14%	43%	0%
Dental Insurance .....	14%	14%	14%
Vision Insurance .....	0%	14%	14%
Life Insurance .....	43%	0%	14%
Sick Leave .....	57%	0%	0%
Vacation .....	57%	0%	0%
Retirement Plan .....	43%	14%	0%
Child Care .....	0%	0%	0%

**Hours worked:** **Almost all** employees (93%) work full-time, 41 hours per week weighted average.

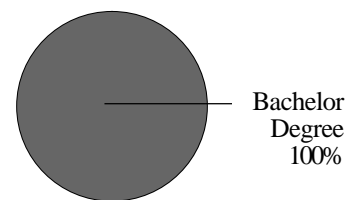
### EMPLOYER REQUIREMENTS

	<i>Required</i>	<i>Preferred</i>	<i>Not Required</i>
Experience prior to employment .....	86%	14%	0%
Technical/Vocational training prior to employment .....	14%	0%	86%

**Experience:** Related work experience, required or preferred, ranges from 12 to 48 months or an average of 31 months. **Few** of these employers (less than 20%) will accept training as a substitute for experience.

**Technical/Vocational training:** Required training is 12 months. Training includes Auto CAD. **All** responding employers require a bachelor's degree in Landscape Architecture (BLA or BSLA), which is included in Minimum Level of Education Required.

#### MINIMUM LEVEL OF EDUCATION REQUIRED



**Legally mandated requirements:** A license by the California Board of Landscape Architecture is required. To qualify for the licensing examination, a candidate must have a combined total of six years of education and work experience. Candidates who hold a BLS or BSLA degree or have completed a certificate program must have two or more years of work experience. *California Occupational Guide, No. 216; California License Handbook, 5th Edition 1997, page 54*

**Desired computer software skills:** **All** responding employers seek computer skills as follows:

Word Processing - 86 %    Spreadsheet - 86 %    Data Base - 71 %    Desktop Publishing - 57 %    Other - 100%  
Other skills include AutoCAD, CAD, and CAD Landscaping.



## ■ EMPLOYER REQUIREMENTS (*continued*)

### Important job qualifications and skills as reported in California Occupational Guide, No. 216:

#### Technical

Ability to be analytical  
Possession of a bachelor's degree in Landscape Architecture  
Ability to be creative  
Interested in design and environmental planning  
Drafting and graphic skills  
Marketing skills  
Ability to visualize interrelationships

#### Personal

Public contact skills  
Oral communication skills  
Writing skills

## ■ SUPPLY AND DEMAND

### Degree of difficulty in finding qualified applicants:

Experienced and inexperienced – *Very difficult*. Due to growth and the fact that almost all in this occupation are independent contractors or self-employed, employer demand is considerably greater than supply of qualified applicants. Employers often cannot find qualified applicants when an opening exists. Qualified applicants encounter no competition in their job search.

### Primary recruitment methods:

Colleges/Universities .....	71%
Newspaper ads .....	71%
Internet .....	43%
Employee referrals .....	29%

### Hired in the past 12 months: 3

#### Source of filled vacancies:

Promotions .....	0%
Employees leaving .....	0%
New positions .....	100%
Temporary, on call, or seasonal positions .....	0%

## ■ SIZE OF OCCUPATION

### EDD estimated occupation size 1997–2004:

Small

### Gender ratio as reported by responding employers:

Male - 64%    Female - 36%

## ■ WHERE THE JOBS ARE

### Based on 1999 survey:

Landscape Counseling and Planning .....	57.0%
Local Government .....	29.0%
Architectural Services .....	14.0%

## ■ PROJECTIONS

### Two year projections as reported by responding employers:

Grow - 57%    Remain Stable - 43%    Decline - 0%

### EDD OCCUPATIONAL FORECAST 1997–2004

Projections are not available for this occupation because the size of the occupation is small.

## ■ OTHER INFORMATION

### Shifts worked:

Day - 100%    Swing - 0%    Graveyard - 0%    Other - 0%

### Promotional opportunities:

Many responding employers (43%) promote their employees to higher level positions.

### Additional information:

*EDD California Occupational Guide, No. 216; U.S. Department of Labor Occupational Outlook Handbook, 2000–2001 edition, page 102.*

*\*Note: Most Landscape Architects in Ventura County are independent contractors or self-employed.*

# LIBRARIANS PROFESSIONAL

## Librarians – Professional

Employers Responded: 20 • Employees Covered: 72

Librarians, Professional, include persons concerned with administering libraries and performing related library services including selecting, acquiring, cataloging, classifying, circulating, and maintaining library materials or furnishing references, bibliographies, and reader's advisory services. They may select music, films, or other audio-visual material for subject matter of program.

### WAGES AND BENEFITS

	Non-Union		Union	
	Range	Median	Range	Median
New hires, no prior experience	\$10.50 to \$11.97	\$11.05	\$12.55 to \$27.96	\$20.05
New to firm, experienced	\$ 9.59 to \$23.97	\$15.34	\$13.18 to \$27.96	\$21.55
Three years with firm	\$11.50 to \$26.37	\$18.70	\$15.16 to \$37.08	\$22.59

**Some** responding employers (35%) reported that wages are subject to collective bargaining or union agreements.

Benefits (based on 20 firms)	Employer Pays All Full-time	Share Cost Full-time	Employee Pays All Full-time
Medical Insurance .....	55%	30%	0%
Dental Insurance .....	45%	25%	5%
Vision Insurance .....	35%	15%	5%
Life Insurance .....	65%	5%	0%
Sick Leave .....	85%	0%	0%
Vacation .....	50%	0%	0%
Retirement Plan .....	40%	35%	5%
Child Care .....	5%	0%	5%

**Hours worked:** **Almost all** employees (83%) work full-time, 40 hours per week weighted average.

### EMPLOYER REQUIREMENTS

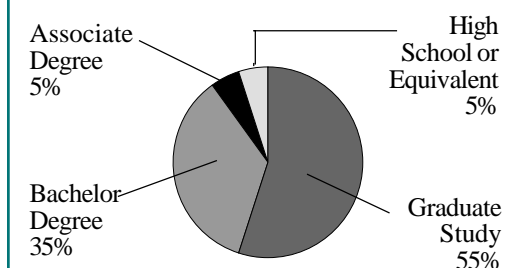
	Required	Preferred	Not Required
Experience prior to employment .....	50%	20%	30%
Technical/Vocational training prior to employment .....	15%	5%	80%

**Experience:** Required or preferred experience in this occupation ranges from 12 to 60 months or an average of 24 months. Other acceptable experience listed by responding employers includes Teacher experience. **Some** of these employers (29%) will accept training as a substitute for experience.

**Technical/Vocational training:** Required or preferred training ranges from 6 to 48 months or an average of 26 months. Training includes course work in library science and computer classes.

**Legally mandated requirements:** Public school Librarians need both a teaching credential and a school library media teaching credential. *California Occupational Guide, No. 154*

#### MINIMUM LEVEL OF EDUCATION REQUIRED



**Desired computer software skills:** **Almost all** responding employers (90%) seek computer skills as follows:  
 Word Processing - 67%    Spreadsheet - 50%    Data Base - 44%    Desktop Publishing - 17%    Other - 67%  
 Reported skills include information retrieval programs, library data systems, the Internet, Excel, Word Perfect, Access, Powerpoint, and Word.

## ■ EMPLOYER REQUIREMENTS (*continued*)

### Important job qualifications and skills as reported by employers:

#### Technical

Ability to manage an activity or department  
 Ability to plan and organize the work of others  
 Ability to classify publications under the Dewey Decimal system  
 Ability to use information retrieval systems  
 Ability to use computerized reference material  
 Ability to use the Internet  
 Ability to write effectively

#### Physical

Ability to sit continuously for prolonged periods of time

#### Personal or other

Ability to read and comprehend information quickly  
 Information organization skills  
 Oral communication skills  
 Ability to work independently  
 Public contact skills  
 Ability to manage unexpected situations  
 Ability to manage multiple priorities  
 Ability to write legibly

**New skills needed as reported by responding employers:** Ability to use emerging information search technology.

## ■ SUPPLY AND DEMAND

**Degree of difficulty in finding qualified applicants:** Experienced and inexperienced – *Very difficult*. Due to growth and employees leaving, demand is considerably greater than the supply of qualified applicants. Employers often cannot find qualified applicants when an opening exists. Qualified applicants encounter no competition in their job search.

#### Primary recruitment methods:

In-house promotions or transfers .....	50%
Newspaper ads .....	50%
Colleges/Universities .....	40%
Employee referrals .....	35%

#### Hired in the past 12 months: 17

#### Source of filled vacancies:

Promotions .....	0%
Employees leaving .....	47%
New positions .....	53%
Temporary, on call, or seasonal positions .....	0%

## ■ SIZE OF OCCUPATION

### EDD estimated occupation size 1997–2004:

Small (160 – 180 employees)

### Gender ratio as reported by responding employers:

Female - 78%      Male - 22%

## ■ WHERE THE JOBS ARE

Local Government .....	57.1%
Elementary and Secondary Schools .....	15.8%
Colleges and Universities .....	11.3%
Other .....	15.8%

## ■ PROJECTIONS

### Two year projections as reported by responding employers:

Grow - 20%      Remain Stable - 75%      Decline - 5%

#### EDD OCCUPATIONAL FORECAST 1997–2004

##### Projected job openings for 7-year period: 50

Due to growth - 20

Due to separations - 30

##### Projected job growth rate for 7-year period:

12.5% (Slower than average)

Average growth rate for all occupations - 16.9%

## ■ OTHER INFORMATION

### Shifts worked:

Day - 95%      Swing - 15%      Graveyard - 0%      Other - 5%

### Promotional opportunities:

**Many** responding employers (50%) promote their employees to higher level positions.

### Skills important for career advancement:

Administrative, management, or supervisory skills, and ability to use information oriented programs.

### Additional information:

*EDD California Occupational Guide, No. 154; U.S. Department of Labor Occupational Outlook Handbook, 2000–2001 edition, page 179.*

*See Appendix C starting on page 168 for Training Providers in this occupation.*

# Loan Officers and Counselors

Employers Responded: 15 • Employees Covered: 348

Loan Officers and Counselors evaluate, authorize, or recommend approval of commercial or real estate loans and credit loans or advise borrowers on financial status and methods of payments. Please include such occupations as Mortgage Loan Officers or Agents, Collection Analysts, and Loan Servicing Officers.

## WAGES AND BENEFITS

	<i>Range</i>	<i>Median</i>
New hires, no prior experience	\$10.07 to \$17.26	\$11.74
New to firm, experienced	\$ 8.63 to \$28.77	\$14.38
Three years with firm	\$ 8.63 to \$47.95	\$28.77

**Other forms of compensation:** Most responding employers (67%) pay commissions in addition to a base salary or draw, or pay commissions only. Commissions have been converted to an hourly wage and are included in the above wage range.

All responding employers reported that wages are not subject to collective bargaining or union agreements.

Benefits (based on 15 firms)	Employer Pays All Full-time	Share Cost Full-time	Employee Pays All Full-time
Medical Insurance .....	53%	33%	0%
Dental Insurance .....	40%	27%	7%
Vision Insurance .....	40%	13%	0%
Life Insurance .....	53%	20%	7%
Sick Leave .....	73%	0%	0%
Vacation .....	73%	0%	0%
Retirement Plan .....	33%	47%	0%
Child Care .....	0%	7%	7%

**Hours worked:** Almost all employees (89%) work full-time, 40 hours per week weighted average.

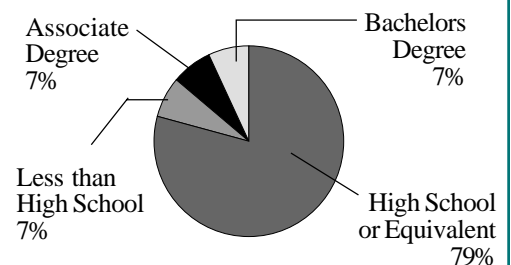
## EMPLOYER REQUIREMENTS

	<i>Required</i>	<i>Preferred</i>	<i>Not Required</i>
Experience prior to employment .....	60%	33%	7%
Technical/Vocational training prior to employment .....	13%	7%	80%

**Experience:** Required or preferred experience in this occupation ranges from 3 to 60 months or an average of 24 months. Other acceptable experience listed by responding employers includes sales, banking, and customer service. Few of these employers (7%) will accept training as a substitute for experience.

**Technical/Vocational training:** Required or preferred training ranges from 3 to 12 months or an average of 7 months. Training includes accounting, computer or real estate courses.

### MINIMUM LEVEL OF EDUCATION REQUIRED



**Desired computer software skills:** Almost all responding employers (87%) seek computer skills as follows:  
 Word Processing - 100%    Spreadsheet - 62%    Data Base - 31%    Desktop Publishing - 15%    Other - 46%  
 Reported skills include Word, Excel, in-house industry software, Access, and e-mail.

## ■ EMPLOYER REQUIREMENTS (*continued*)

### Important job qualifications and skills as reported by employers:

#### Technical

Ability to apply sales techniques  
 Ability to handle credit and collections  
 Ability to interview others for information  
 Ability to write effectively  
 Ability to analyze statistics  
 Business math skills  
 Knowledge of government loan procedures  
 Record keeping skills  
 Report writing skills  
 Understanding of mortgage banking  
 Understanding of conventional loans  
 Understanding of regulations affecting financial institutions

#### Personal or other

Ability to read and follow instructions  
 Ability to think logically  
 Ability to work independently  
 Ability to write legibly  
 Customer service skills  
 Oral communication skills  
 Public contact skills

**New skills needed as reported by responding employers:** Computer skills including usage of industry or in-house software and the Internet.

## ■ SUPPLY AND DEMAND

### Degree of difficulty in finding qualified applicants:

Experienced and inexperienced – *Very difficult*. Due to turnover and growth, demand is considerably greater than the supply of qualified applicants. Employers often cannot find qualified applicants when an opening exists. Qualified applicants encounter no competition in their job search.

### Primary recruitment methods:

Employee referrals ..... 93%  
 Other (networking) ..... 73%  
 Newspaper ads ..... 53%

### Hired in the past 12 months: 275

#### Source of filled vacancies:

Promotions ..... 24%  
 Employees leaving ..... 42%  
 New positions ..... 34%  
 Temporary, on call, or seasonal positions ..... 0%

## ■ SIZE OF OCCUPATION

### EDD estimated occupation size 1997–2004:

Small (290 – 360 employees)

### Gender ratio as reported by responding employers:

Female - 64%      Male - 36%

## ■ WHERE THE JOBS ARE

Commercial Banks ..... 14.3%  
 Mortgage Bankers and Brokers ..... 65.0%  
 Other ..... 20.7%

## ■ PROJECTIONS

### Two year projections as reported by responding employers:

Grow - 40%      Remain Stable - 60%      Decline - 0%

### EDD OCCUPATIONAL FORECAST 1997–2004

#### Projected job openings for 7-year period: 110

Due to growth - 70

Due to separations - 40

#### Projected job growth rate for 7-year period:

24.1% (Faster than average)

Average growth rate for all occupations - 16.9%

## ■ OTHER INFORMATION

### Shifts worked:

Day - 93%      Swing - 40%      Graveyard - 0%      Other - 13%

### Promotional opportunities:

**Almost all** responding employers (87%) promote their employees to higher level positions.

### Skills important for career advancement:

Computer skills, management skills, and ability to negotiate and solve problems.

### Additional information:

*U.S. Department of Labor Occupational Outlook Handbook, 2000–2001 edition, page 67.*

# Lodging Managers

Employers Responded: 16 • Employees Covered: 39

Lodging Managers plan, organize, direct, control, or coordinate activities of an organization or department that provides lodging such as hotels, motels, or tourist courts.

## WAGES AND BENEFITS

	<i>Range</i>	<i>Median</i>
New hires, no prior experience	\$5.75 to \$14.38	\$ 7.25
New to firm, experienced	\$6.50 to \$15.98	\$10.05
Three years with firm	\$9.58 to \$20.75	\$15.79

**Some** responding employers (31%) reported that they pay bonuses. **Some** employers (25%) provide lodging, which is included in the above wage range.

**All** responding employers reported that wages are not subject to collective bargaining or union agreements.

Benefits (based on 16 firms)	Employer Pays All Full-time	Share Cost Full-time	Employee Pays All Full-time
Medical Insurance .....	6%	63%	6%
Dental Insurance .....	0%	44%	19%
Vision Insurance .....	0%	44%	13%
Life Insurance .....	0%	44%	13%
Sick Leave .....	56%	6%	6%
Vacation .....	94%	0%	0%
Retirement Plan .....	6%	44%	0%
Child Care .....	0%	13%	0%

**Hours worked:** All employees (100%) work full-time, 45 hours per week weighted average.

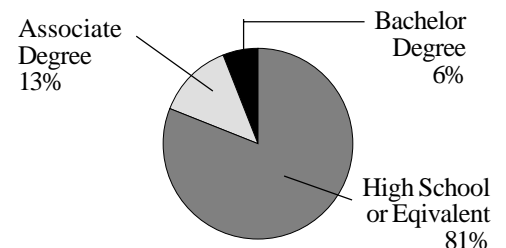
## EMPLOYER REQUIREMENTS

	<i>Required</i>	<i>Preferred</i>	<i>Not Required</i>
Experience prior to employment .....	74%	13%	13%
Technical/Vocational training prior to employment .....	13%	19%	68%

**Experience:** Required or preferred experience in this occupation ranges from 12 to 48 months or an average of 21 months. Other acceptable experience listed by responding employers includes customer service, management, and sales. **Many** of these employers (43%) will accept training as a substitute for experience.

**Technical/Vocational training:** Required or preferred training ranges from 2 to 12 months or an average of 7 months. Training includes hotel management.

### MINIMUM LEVEL OF EDUCATION REQUIRED



**Desired computer software skills:** Most responding employers (75%) seek computer skills as follows:

Word Processing - 83%    Spreadsheet - 58%    Data Base - 25%    Desktop Publishing - 8%    Other - 67%  
Reported software skills include hotel industry applications, Excel, and Word..



## ■ EMPLOYER REQUIREMENTS (*continued*)

### Important job qualifications and skills as reported by employers:

#### Technical

Business math skills  
 Ability to maintain financial records  
 Ability to plan and organize the work of others  
 Ability to follow purchasing procedures  
 Record keeping skills  
 Knowledge of inventory techniques  
 Ability to write effectively  
 Problem solving skills  
 Information organization skills  
 Computer literacy

#### Personal or other

Public contact skills  
 Ability to work independently  
 Ability to work under pressure  
 Customer service skills  
 Ability to read and follow instructions  
 Oral communication skills  
 Willingness to work as a team member  
 Reading and comprehension skills

## ■ SUPPLY AND DEMAND

### Degree of difficulty in finding qualified applicants:

Experienced and inexperienced – *Very difficult*. Demand is considerably greater than the supply of qualified applicants. Employers often cannot find qualified applicants when an opening exists. Qualified applicants encounter no competition in their job search.

### Primary recruitment methods:

Newspaper ads ..... 69%  
 Employee referrals ..... 63%  
 In-house promotions or transfers ..... 63%  
 Walk-in applicants ..... 25%

### Hired in the past 12 months: 12

#### Source of filled vacancies:

Promotions ..... 50%  
 Employees leaving ..... 25%  
 New positions ..... 25%  
 Temporary, on call, or seasonal positions ..... 0%

## ■ SIZE OF OCCUPATION

### EDD estimated occupation size 1997–2004:

Medium (570 – 700 employees)

### Gender ratio as reported by responding employers:

Female - 62%    Male - 38%

## ■ WHERE THE JOBS ARE

Hotels and Motels ..... 92.2%  
 Other ..... 2.8%

## ■ PROJECTIONS

### Two year projections as reported by responding employers:

Grow - 6%    Remain Stable - 94%    Decline - 0%

#### EDD OCCUPATIONAL FORECAST 1997-2004

#### Projected job openings for 7-year period: 220

Due to growth - 130

Due to separations - 90

#### Projected job growth rate for 7-year period:

22.8% (Faster than average)

Average growth rate for all occupations - 16.9%

## ■ OTHER INFORMATION

### Shifts worked:

Day - 100%    Swing - 63%    Graveyard - 13%    Other - 13%

### Promotional opportunities:

Many responding employers (50%) promote their employees to higher level positions.

### Skills important for career advancement:

General management skills, financial skills, and sales ability.

### Additional information:

*EDD California Occupational Guide, No. 114; U.S. Department of Labor Occupational Outlook Handbook 461, 2000–2001 edition, page 55.*

*See Appendix C starting on page 168 for Training Providers in this occupation.*

# MACHINISTS

Employers Responded: 19 • Employees Covered: 251

Machinists set up and operate machine tools and fit and assemble parts to make or repair metal parts, mechanisms, tools or machines by applying their knowledge of mechanics, shop mathematics, metal properties, and layout machining procedures. They study specifications, such as blueprints, sketches, or descriptions of parts to be replaced, and they plan sequences of operations.

## WAGES AND BENEFITS

	<i>Range</i>	<i>Median</i>
New hires, no experience	\$ 7.50 to \$ 8.00	\$ 8.00
New to firm, experienced	\$ 8.00 to \$17.00	\$12.00
Three years with firm	\$ 10.00 to \$21.58	\$15.00

All responding employers reported that wages are not subject to collective bargaining or union agreements.

Benefits (based on 19 firms)	Employer Pays All Full-time	Share Cost Full-time	Employee Pays All Full-time
Medical Insurance .....	58%	37%	0%
Dental Insurance .....	26%	11%	47%
Vision Insurance .....	0%	21%	47%
Life Insurance .....	63%	16%	5%
Sick Leave .....	16%	0%	5%
Vacation .....	95%	5%	0%
Retirement Plan .....	32%	26%	16%
Child Care .....	0%	0%	0%

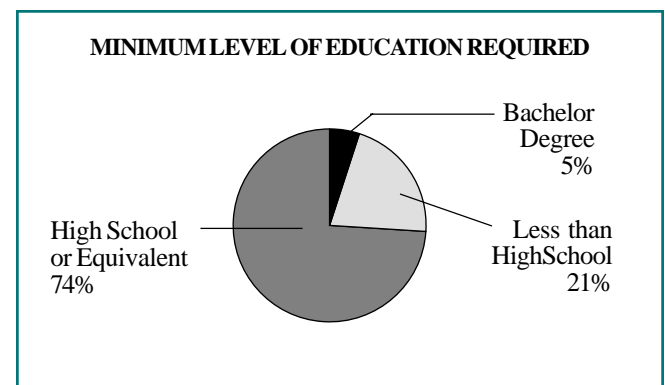
**Hours worked:** Almost all employees (99%) work full-time, 41 hours per week weighted average.

## EMPLOYER REQUIREMENTS

	<i>Required</i>	<i>Preferred</i>	<i>Not Required</i>
Experience prior to employment .....	84%	16%	0%
Technical/Vocational training prior to employment .....	16%	42%	42%

**Experience:** Related work experience, required or preferred, ranges from 12 to 60 months or an average of 28 months. Many of these employers (42%) will accept training as a substitute for experience.

**Technical/Vocational training:** Required or preferred training ranges from 6 to 24 months or an average of 13 months. Training includes machine shop classes, Computer Numerically Controlled (CNC) programming, and blueprint reading courses.



**Desired computer software skills:** Most responding employers (63 %) seek computer skills as follows:  
 Word Processing - 25%    Spreadsheet - 8 %    Data Base - 25%    Desktop Publishing - 0 %    Other - 92%  
 Other skills include CAD, CAM, CNC, Gibbs System, and AutoCAD.

## ■ EMPLOYER REQUIREMENTS (*continued*)

### Important job qualifications and skills as reported in statewide surveys:

#### Technical

Ability to operate numerically controlled (NC) machines  
 Understanding military specifications  
 Shop math skills  
 Ability to read blueprints  
 Ability to use hand tools  
 Ability to operate computer numerically controlled machines (CNC)  
 Ability to use precision tools  
 Ability to write effectively

#### Physical

Manual dexterity  
 Ability to stand continuously for 2 or more hours  
 Ability to perform precision work  
 Ability to lift at least 50 lbs. repeatedly

#### Personal or other

Ability to provide own hand tools  
 Willingness to work with close supervision  
 Ability to work independently  
 Ability to read and follow instructions  
 Ability to write legibly  
 Oral communications skills

## ■ SUPPLY AND DEMAND

### Degree of difficulty in finding qualified applicants:

Experienced – *Very difficult*. Due to high turnover, demand is considerably greater than supply of qualified applicants. Employers often cannot find qualified applicants when an opening exists. Qualified applicants encounter no competition in their job search.

Inexperienced – *Moderately difficult*. Demand is somewhat greater than supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times. Qualified applicants encounter little competition in their job search.

### Primary recruitment methods:

Newspaper ads ..... 68%  
 Employee referrals ..... 63%  
 Walk-in applicants ..... 47%

### Hired in the past 12 months: 61

#### Source of filled vacancies:

Promotions ..... 10%  
 Employees leaving ..... 80%  
 New positions ..... 10%  
 Temporary, on call, or seasonal positions ..... 0%

## ■ SIZE OF OCCUPATION

### EDD estimated occupation size 1997–2004:

Large (850 – 960 employees)

### Gender ratio as reported by responding employers:

Male - 99%    Female - 1%

## ■ WHERE THE JOBS ARE

Machine Tools, Metal Cutting Types ..... 26.8%  
 Industrial Machinery, NEC ..... 13.6%  
 Other ..... 59.6%

## ■ PROJECTIONS

### Two year projections as reported by responding employers:

Grow - 32%    Remain Stable - 58%    Decline - 11%

#### EDD OCCUPATIONAL FORECAST 1997–2004

#### Projected job openings for 7-year period: 250

Due to growth - 110

Due to separations - 140

#### Projected job growth rate for 7-year period:

12.9% (Slower than average)

Average growth rate for all occupations - 16.9%

## ■ OTHER INFORMATION

### Shifts worked:

Day - 100%    Swing - 37%    Graveyard - 5%    Other - 5%

### Promotional opportunities:

**Most** responding employers (79%) promote their employees to higher level positions.

### Skills important for career advancement:

Knowledge of CNC, CAD, and CAM programming;  
 ability to keep up with new equipment and upgrades; and  
 knowledge of company product.

### Additional information:

*EDD California Occupational Guide, No. 9; U.S. Department of Labor Occupational Outlook Handbook, 2000–2001 edition, page 457.*

*See Appendix C starting on page 168 for Training Providers in this occupation.*

# MEDICAL RECORDS TECHNICIANS

## Medical Records Technicians

Employers Responded: 18 • Employees Covered: 121

Medical Records Technicians compile and maintain medical records of hospital and clinic patients.

### WAGES AND BENEFITS

	<i>Range</i>	<i>Median</i>
New hires, no prior experience	\$5.75 to \$ 9.50	\$7.66
New to firm, experienced	\$6.00 to \$10.00	\$8.00
Three years with firm	\$7.00 to \$12.25	\$9.66

All responding employers reported that wages are not subject to collective bargaining or union agreements.

Benefits (based on 18 firms)	Employer Pays All Full-time	Share Cost Full-time	Employee Pays All Full-time
Medical Insurance .....	56%	28%	11%
Dental Insurance .....	33%	22%	22%
Vision Insurance .....	17%	11%	28%
Life Insurance .....	56%	6%	0%
Sick Leave .....	78%	6%	6%
Vacation .....	72%	6%	6%
Retirement Plan .....	44%	17%	6%
Child Care .....	0%	0%	11%

**Hours worked:** Almost all employees (90%) work full-time, 40 hours per week weighted average.

### EMPLOYER REQUIREMENTS

	<i>Required</i>	<i>Preferred</i>	<i>Not Required</i>
Work experience prior to employment .....	33%	56%	11%
Technical/Vocational training prior to employment .....	6%	17%	78%

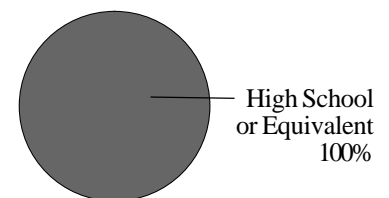
**Experience:** Related work experience, required or preferred, ranges from 3 to 24 months or an average of 10 months. Other acceptable experience listed by responding employers includes medical front or back office and general office. **Most** of these employers (75%) will accept training as a substitute for experience.

**Technical/Vocational training:** Required or preferred training ranges from 6 to 12 months, or an average of 11 months. Training includes medical record coding and medical office or health related courses.

**Legally mandated requirements:** California requires certification only for those technicians who actually manage medical record departments. To be certified, Medical Record Technicians need an associate degree. Graduates are eligible to take the test given by the American Health Information Management Association (AHIMA) to be certified as Accredited Record Technicians (ARTs). — *California Occupational Guide, No. 134*

**Desired computer software skills:** Most responding employers (61%) seek computer skills as follows:  
 Word Processing - 64%    Spreadsheet - 18%    Data Base - 91%    Desktop Publishing - 9%    Other - 27%  
 Other skills include clinical systems.

#### MINIMUM LEVEL OF EDUCATION REQUIRED



## ■ EMPLOYER REQUIREMENTS (*continued*)

### Important job qualifications and skills as reported in statewide surveys:

#### Technical

Knowledge of physiology  
 Knowledge of anatomy  
 Ability to transcribe medical records and reports  
 Ability to follow medical records control procedures  
 Knowledge of disease processes  
 ICD-9-CM coding skills  
 Knowledge of CPT-4 coding  
 Knowledge of DRGs  
 Alphabetic and numeric filing skills  
 Understanding of Medicare rules and regulations  
 Accredited Record Technician (ART)  
 Ability to apply JCAH and Title 22 rules and regulations  
 Ability to write effectively  
 Knowledge of medical terminology  
 Analytical skills  
 Ability to type at least 45 wpm

#### Personal or other

Willingness to work with close supervision  
 Ability to pay attention to detail  
 Ability to work independently  
 Ability to work under pressure  
 Basic math skills  
 Ability to write legibly  
 Oral communication skills

## ■ SUPPLY AND DEMAND

### Degree of difficulty in finding qualified applicants:

Experienced – *Moderately difficult*. Due to high turn-over and promotions, demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times. Qualified applicants encounter little competition in their job search.

Inexperienced – *Not difficult*. Supply of qualified applicants is considerable greater than demand, creating a very competitive job market for applicants.

### Primary recruitment methods:

Newspaper ads .....	83%
Employee referrals .....	72%
In-house promotion or transfer .....	39%
Walk-in applicants .....	39%

### Hired in the past 12 months: 45

#### Source of filled vacancies:

Promotions .....	24%
Employees leaving .....	67%
New positions .....	7%
Temporary, on call, or seasonal positions .....	2%

## ■ SIZE OF OCCUPATION

### EDD estimated occupation size 1997–2004:

Small (220 – 270 employees)

### Gender ratio as reported by responding employers:

Female - 90%    Male - 10%

## ■ WHERE THE JOBS ARE

General Medical and Surgical Hospital .....	57.0%
Offices & Clinics of Medical Doctors .....	22.1%
Skilled Nursing Care Facilities .....	10.3%
Other .....	10.6%

## ■ PROJECTIONS

### Two year projections as reported by responding employers:

Grow - 22%    Remain Stable - 78%    Decline - 0%

### EDD OCCUPATIONAL FORECAST 1997–2004

#### Projected job openings for 7-year period: 80

Due to growth - 50

Due to separations - 30

#### Projected job growth rate for 7-year period:

22.7% (Faster than average)

Average growth rate for all occupations - 16.9%

## ■ OTHER INFORMATION

### Shifts worked:

Day - 100%    Swing - 17%    Graveyard - 0%    Other - 6%

### Promotional opportunities:

**Most** responding employers (72%) promote their employees to higher level positions.

### Skills important for career advancement:

Ability to learn and develop medical record coding skills, ability to meet medical record management requirements, and computer skills.

### Additional information:

*EDD California Occupational Guide, No. 134; U.S. Department of Labor Occupational Outlook Handbook, 2000–2001 edition., page 225.*

*See Appendix C starting on page 168 for Training Providers in this occupation.*

# Nurse Aides

Employers Responded: 17 • Employees Covered: 583

Nurse Aides work under the direction of nursing or medical staff to provide auxiliary services in the care of patients. They perform duties such as answering patients' call bells, serving and collecting food trays, and feeding patients. Nurse Aides may be called Assistants, Attendants, or Orderlies. Orderlies are primarily concerned with the care of male patients, setting up equipment, and relieving nurses of heavier work. Please do not include Psychiatric Aides and Home Health Aides.

## WAGES AND BENEFITS

	Range	Median
New hires, no prior experience	\$5.75 to \$ 9.84	\$6.25
New to firm, experienced	\$6.00 to \$ 9.84	\$7.00
Three years with firm	\$6.75 to \$10.85	\$8.00

Few employees (less than 20%) have union status.

Benefits (based on 17 responding employers)	Full-time	Part-time
Paid Vacation .....	100%	47%
Medical Insurance .....	94%	41%
Paid Sick Leave .....	94%	47%
Dental Insurance .....	82%	35%
Retirement Plan .....	59%	24%
Life Insurance .....	53%	18%
Vision Insurance .....	41%	12%
Child Care .....	6%	0%

**Hours worked:** Most employees (69%) work full-time, 39 hours per week weighted average. Few employees (less than 20%) work full-time, 32 hours per week weighted average. Few employees (less than 20%) work part-time, 24 hours per week weighted average, or temporary on-call, 14 hours per week weighted average.

## EMPLOYER REQUIREMENTS

	Always	Usually	Sometimes	Never
Experience required prior to employment .....	6%	18%	35%	41%
Training as a substitute for work experience .....	41%	6%	47%	6%

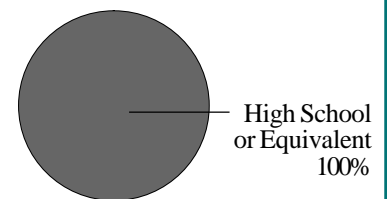
**Experience:** Many responding employers (59%) require or prefer between 3 and 12 months of Nurse Aide related work experience. Other experience listed by these employers includes Home Health Aide.

**Training or certification prior to employment:** Many responding employers (53%) require between 3 and 6 months of training that includes Nurse Aide Certification and injection certification.

**Legally mandated requirements:** Certification requires successfully completing a state-approved certified Nurse Assistant Program and passing a federal examination. Precertification training consists of 100 hours of supervised clinical training and 50 hours of classroom instruction. — *California License Handbook, 5th Edition 1997, page 144*

**Desired computer software skills:** Few responding employers (less than 20%) seek computer skills as follows:  
 Word Processing - 50%      Data Base - 0%      Spreadsheet - 0%      Desktop Publishing - 0%      Other - 50%  
 Other skills include computer literacy.

EDUCATION OF RECENT HIRES





## ■ EMPLOYER REQUIREMENTS (*continued*)

### Important job qualifications and skills as reported in statewide surveys:

#### Technical

Ability to provide personal services to patients  
Record keeping skills  
Knowledge of orthopedic care  
Understanding of asepsis  
Ability to administer emergency first aid  
Ability to apply dressings and compresses  
Ability to apply transferring techniques moving patients  
Knowledge of surgical preparation procedures  
Post surgical care skills  
Ability to perform CPR  
Possession of Nurses Aid Certification

#### Personal or other

Ability to handle crisis situations  
Willingness to work with close supervision  
Ability to work independently  
Basic math skills  
Ability to read and follow instructions  
Ability to write legibly  
Oral communication skills

### New skills needed over the next 3 years:

**Some** responding employers (29%) reported new skills that included learning in-house programs on patient care and first aid safety, and computer skills.

## ■ SUPPLY AND DEMAND

### Degree of difficulty in finding qualified applicants:

	<i>Not difficult</i>	<i>A little difficult</i>	<i>Somewhat difficult</i>	<i>Very difficult</i>
Experienced:	18%	12%	29%	41%
Inexperienced:	19%	31%	38%	13%

Employer demand is considerably greater than supply of *experienced* qualified applicants. Employers often cannot find qualified applicants when an opening exists. Worker supply is somewhat larger than demand for *inexperienced* qualified applicants, and applicants may experience competition in job seeking.

### Primary recruitment methods:

Newspaper ads .....	94%
Employee referrals .....	71%
Unsolicited applicants .....	41%

### Hired in the past 12 months: 221

### Source of filled vacancies:

Promotions .....	7%
Employees leaving .....	81%
New positions .....	2%
Temporary or seasonal .....	10%

## ■ SIZE OF OCCUPATION

### EDD estimated occupation size 1997–2004:

Very large (2,180 – 2,390 employees)

### Gender ratio as reported by responding employers:

Female - 83%    Male - 17%

## ■ WHERE THE JOBS ARE

Skilled Nursing Care Facilities .....	45.0%
General Medical and Surgical Hospital .....	29.1%
Other .....	25.9%

## ■ PROJECTIONS

### Three year projections as reported by responding employers:

Grow - 35%    Remain Stable - 53%    Decline - 12%

### EDD OCCUPATIONAL FORECAST 1997–2004

#### Projected job openings for 7-year period: 420

Due to growth - 210

Due to separations - 210

#### Projected job growth rate for 7-year period:

9.6% (Slower than average)

Average growth rate for all occupations - 16.9%

## ■ OTHER INFORMATION

### Promotional opportunities:

**Most** responding employers (71%) promote their employees to higher level positions.

### Additional information:

*EDD California Occupational Guide, No. 442; U.S. Department of Labor Occupational Outlook Handbook, 2000–2001 edition, page 343.*

*See Appendix C starting on page 168 for Training Providers in this occupation.*

# Occupational Therapists

Employers Responded: 15 • Employees Covered: 79

Occupational Therapists plan, organize, and participate in medically oriented occupational programs in hospitals or similar institutions to rehabilitate patients who are physically or mentally ill.

## WAGES AND BENEFITS

	<i>Range</i>	<i>Median</i>
New hires, no prior experience	\$17.41 to \$21.00	\$18.27
New to firm, experienced	\$20.00 to \$26.00	\$24.00
Three years with firm	\$21.00 to \$30.00	\$25.00

All responding employers reported that wages are not subject to collective bargaining or union agreements.

Benefits (based on 15 firms)	Employer Pays All		Share Cost		Employee Pays All	
	FT	PT	FT	PT	FT	PT
Medical Insurance .....	27%	0%	47%	27%	0%	7%
Dental Insurance .....	20%	0%	40%	20%	7%	13%
Vision Insurance .....	13%	0%	13%	7%	13%	13%
Life Insurance .....	53%	13%	0%	7%	7%	7%
Sick Leave .....	73%	33%	0%	7%	0%	7%
Vacation .....	73%	33%	0%	7%	0%	7%
Retirement Plan .....	40%	27%	27%	13%	0%	0%
Child Care .....	0%	0%	13%	7%	13%	7%

**Hours worked:** Some employees (36%) work full-time, 40 hours per week weighted average. Some employees (33%) work temporary or on call, 13 hours per week weighted average. Some employees (30%) work part-time, 25 hours per week weighted average.

## EMPLOYER REQUIREMENTS

	<i>Required</i>	<i>Preferred</i>	<i>Not Required</i>
Experience prior to employment .....	67%	33%	0%
Technical/Vocational training prior to employment .....	7%	0%	93%

**Experience:** Related work experience, required or preferred, ranges from 6 to 48 months or an average of 22 months. Some of these employers (20%) will accept training as a substitute for experience.

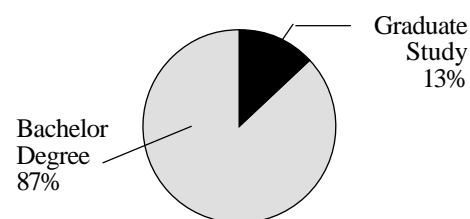
**Technical/Vocational training:** All responding employers require a bachelor's degree in occupational therapy, which is included in Minimum Level of Education Required. The four-year program includes six to nine months of clinical work.

**Legally mandated requirements:** The state of California does not license occupational therapy practitioners. Persons who obtain certification from the National Board for Certification in Occupational Therapy (NBCOT) may publicly hold themselves out as professional occupational therapy practitioners in the state of California. A Therapist must be a graduate of an occupational therapy curriculum that is accredited by the American Occupational Therapy Association (AOTA), World Federation of Occupational Therapy, or another nationally recognized accrediting agency. — *Occupational Therapy Association of California, Inc.*

**Desired computer software skills:** Many responding employers (40%) seek computer skills as follows:

Word Processing - 67%      Spreadsheet - 0%      Data Base - 17%      Desktop Publishing - 0%      Other - 17%

MINIMUM LEVEL OF EDUCATION REQUIRED



## ■ EMPLOYER REQUIREMENTS (*continued*)

### Important job qualifications and skills as reported in statewide surveys:

#### Technical

Ability to plan and organize the work of others  
Record keeping skills  
Knowledge of geriatrics  
Certified Occupational Therapy Assistant  
Ability to write effectively  
Problem solving skills

#### Physical

Good physical condition  
Possession of emotional stability

#### Personal or other

Ability to relate to patients  
Willingness to work with close supervision  
Ability to work as part of a team  
Imagination and creativity  
Ability to work independently  
Empathetic  
Ability to exercise patience  
Basic math skills  
Ability to read and follow instructions  
Ability to write legibly  
Oral communication skills

## ■ SUPPLY AND DEMAND

### Degree of difficulty in finding qualified applicants:

Experienced and inexperienced – *Moderately difficult*. Demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times. Qualified applicants encounter little competition in their job search.

### Primary recruitment methods:

Newspaper ads .....	73%
Colleges/Universities .....	40%
Employee referrals .....	40%
Trade journals .....	27%
Walk-in applicants .....	27%

### Hired in the past 12 months: 24

#### Source of filled vacancies:

Promotions .....	0%
Employees leaving .....	50%
New positions .....	29%
Temporary, on call, or seasonal positions .....	21%

## ■ SIZE OF OCCUPATION

### EDD estimated occupation size 1997–2004:

Small (100 – 120 employees)

### Gender ratio as reported by responding employers:

Female - 89%    Male - 11%

## ■ WHERE THE JOBS ARE

General Medical and Surgical Hospital .....	54.1%
Offices of Health Practitioners, NEC .....	27.6%
Other .....	18.3%

## ■ PROJECTIONS

### Two year projections as reported by responding employers:

Grow - 20%    Remain Stable - 67%    Decline - 13%

#### EDD OCCUPATIONAL FORECAST 1997–2004

##### Projected job openings for 7-year period: 30

Due to growth - 20

Due to separations - 10

##### Projected job growth rate for 7-year period:

20% (Faster than average)

Average growth rate for all occupations - 16.9%

## ■ OTHER INFORMATION

### Shifts worked:

Day - 100%    Swing - 7%    Graveyard - 0%    Other - 7%

### Promotional opportunities:

Many responding employers (53%) promote their employees to higher level positions.

### Skills important for career advancement:

Management and leadership skills, and continuing education.

### Additional information:

*EDD California Occupational Guide, No. 143; U.S. Department of Labor Occupational Outlook Handbook, 2000–2001 edition, page 202.*

# PERSONNEL, TRAINING, AND LABOR RELATIONS MANAGERS

Employers Responded: 19 • Employees Covered: 27

Personnel, Training, and Labor Relations Managers plan, organize, direct, control, or coordinate the personnel, training or labor relations activities of an organization. Their work involves establishing employer-relations policies; directing the selection, training, and evaluation of employees; administering benefits, safety, and recreation programs; developing wage and salary schedules; coordinating bargaining activities; and advising on labor contract administration.

## WAGES AND BENEFITS

	<i>Range</i>	<i>Median</i>
New hires, no experience	\$9.40 to \$11.99	\$10.23
New to firm, experienced	\$7.67 to \$29.97	\$12.27
Three years with firm	\$8.44 to \$32.96	\$16.78

**Other forms of compensation:** Bonuses and profit sharing.

**Few** employees (less than 20%) have union status.

<b>Benefits</b> (based on 19 responding employers)	<b>Full-time</b>	<b>Part-time</b>
Medical Insurance .....	100%	0%
Paid Vacation .....	95%	0%
Dental Insurance .....	89%	0%
Paid Sick Leave .....	84%	0%
Vision Insurance .....	79%	0%
Life Insurance .....	63%	0%
Retirement Plan .....	53%	0%
Child Care .....	5%	0%

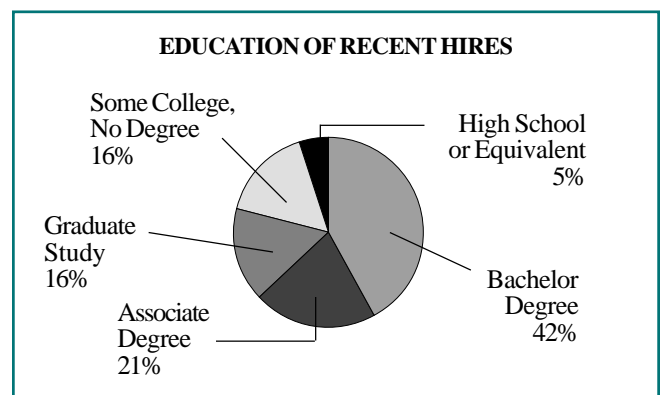
**Hours worked:** **Almost all** employees (96%) work full-time, 45 hours per week weighted average. **Few** employees (less than 20%) work part-time, 25 hours per week weighted average.

## EMPLOYER REQUIREMENTS

	<i>Always</i>	<i>Usually</i>	<i>Sometimes</i>	<i>Never</i>
<b>Experience required prior to employment</b> .....	95%	5%	0%	0%
<b>Training as a substitute for work experience</b> .....	0%	0%	26%	74%

**Experience:** All responding employers require or prefer between 12 and 66 months of Personnel, Training, and Labor Relations related work experience. Other experience listed by these employers includes bilingual employee relations.

**Training or certification prior to employment:** **Most** responding employers (68%) require between 4 and 60 months of training or certification that includes an associate, bachelor, or master's degree in human resources, business administration, management, labor relations, or social services.



**Desired computer software skills:** **Almost all** responding employers (84%) seek computer skills as follows:  
 Word Processing - 100%    Spreadsheet - 75%    Data Base - 63%    Desktop Publishing - 19%    Other - 31%  
 Other skills include Excel, Power Point, and basic computer skills.

## ■ EMPLOYER REQUIREMENTS (*continued*)

### Important job qualifications and skills as reported in statewide surveys:

#### Technical

Business math skills  
 Ability to write job specifications  
 Office management skills  
 Ability to manage an activity or department  
 Ability to plan and organize the work of others  
 Ability to conduct performance appraisals  
 Negotiation skills  
 Understanding of labor relations practices  
 Understanding of the collective bargaining process  
 Ability to explain and follow grievance procedures  
 Personnel interviewing skills  
 Understanding of employee benefit programs  
 Knowledge of personnel classification procedures  
 Ability to hire and assign personnel  
 Personnel recruiting skills  
 Ability to write effectively

#### Personal or other

Leadership skills  
 Ability to motivate others  
 Willingness to work nights, weekends, and holidays  
 Willingness to travel  
 Ability to work independently  
 Ability to work under pressure  
 Oral communication skills

**New skills needed over the next 3 years:** Many responding employers (53%) reported new skills that included the ability to keep up with specialized software, human resource information systems, in-house programs, labor laws, and the Internet.

## ■ SUPPLY AND DEMAND

### Degree of difficulty in finding qualified applicants:

	<i>Not difficult</i>	<i>A little difficult</i>	<i>Somewhat difficult</i>	<i>Very difficult</i>
Experienced:	0%	5%	68%	26%
Inexperienced:	0%	0%	20%	80%

Employer demand is considerably greater than supply of qualified applicants. Employers often cannot find qualified applicants when an opening exists.

### Primary recruitment methods:

In-house promotion or transfer .....	84%
Newspaper ads .....	63%
Employee referrals .....	53%

### Hired in the past 12 months: 7

#### Source of filled vacancies:

Promotions .....	29%
Employees leaving .....	43%
New positions .....	29%
Temporary or seasonal .....	0%

## ■ SIZE OF OCCUPATION

### EDD estimated occupation size 1997–2004:

Medium (400 – 480 employees)

### Gender ratio as reported by responding employers:

Female - 74%    Male - 26%

## ■ WHERE THE JOBS ARE

Services: .....	30.0%
Transportation and Public Utilities .....	8.5%
Finance and Insurance .....	6.3%
Trade: Wholesale and Retail .....	5.9%
Other .....	49.3%

## ■ PROJECTIONS

### Three year projections as reported by responding employers:

Grow - 26%    Remain Stable - 74%    Decline - 0%

### EDD OCCUPATIONAL FORECAST 1997–2004

#### Projected job openings for 7-year period: 160

Due to growth - 80

Due to separations - 80

#### Projected job growth rate for 7-year period:

20% (Faster than average)

Average growth rate for all occupations - 16.9%

## ■ OTHER INFORMATION

### Promotional opportunities:

Many responding employers (58%) promote the employees to higher level positions.

### Additional information:

*EDD California Occupational Guide, No. 135; U.S. Department of Labor Occupational Outlook Handbook, 2000–2001 edition, page 57.*

*See Appendix C starting on page 168 for Training Providers in this occupation.*

# PHARMACISTS

## Pharmacists

Employers Responded: 16 • Employees Covered: 129

Pharmacists compound and dispense medications following prescriptions issued by physicians, dentists or other authorized medical practitioners.

### WAGES AND BENEFITS

	Range	Median
New hires, no prior experience	\$35.00 to \$42.25	\$38.50
New to firm, experienced	\$26.96 to \$42.25	\$37.63
Three years with firm	\$35.00 to \$45.00	\$39.89

Few responding employers (less than 20%) reported that wages are subject to collective bargaining or union agreements.

Benefits (based on 16 firms)	Employer Pays All Full-time	Share Cost Full-time	Employee Pays All Full-time
Medical Insurance .....	25%	31%	0%
Dental Insurance .....	25%	19%	0%
Vision Insurance .....	25%	19%	0%
Life Insurance .....	19%	25%	0%
Sick Leave .....	50%	6%	0%
Vacation .....	63%	0%	0%
Retirement Plan .....	25%	19%	6%
Child Care .....	0%	0%	0%

**Hours worked:** Many employees (54%) work full-time, 40 hours per week weighted average. Some employees (33%) work part-time, 26 hours per week weighted average.

### EMPLOYER REQUIREMENTS

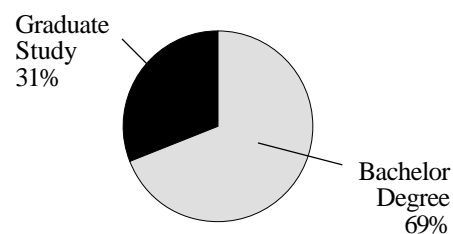
	Required	Preferred	Not Required
Experience prior to employment .....	50%	25%	25%
Technical/Vocational training prior to employment .....	94%	0%	6%

**Experience:** Required or preferred experience in this occupation ranges from 3 to 48 months or an average of 17 months. Few of these employers (less than 20%) will accept training as a substitute for experience.

**Technical/Vocational training:** Required training is 12 months. Training includes a 1,500 hour internship.

**Legally mandated requirements:** Licensing requires graduation from a recognized college of pharmacy with a Bachelor of Science in pharmacy or equivalent, 1,500 hours of intern experience, and passing of the examination. — *California Professional & Business License Handbook, August 1999*

#### MINIMUM LEVEL OF EDUCATION REQUIRED



**Desired computer software skills:** All responding employers seek computer skills as follows:

Word Processing - 13%      Spreadsheet - 6%      Data Base - 13%      Desktop Publishing - 0%      Other - 94%

Other skills include pharmacy software.



## ■ EMPLOYER REQUIREMENTS (*continued*)

### Important job qualifications and skills as reported by employers:

#### Technical

Ability to use computer applications in research  
Counseling skills  
Knowledge of over-the-counter medications  
Knowledge of disease process  
Product inspection skills  
Record keeping skills  
Supervisory skills  
Understanding of good diet and nutrition  
Understanding of health insurance  
Understanding of Medicare rules and regulations  
Understanding of inventory techniques  
Understanding of common illnesses

#### Physical

Good vision  
Ability to perform precision work  
Ability to stand continuously for 2 or more hours

#### Personal or other

Understanding a variety of cultures  
Ability to work independently  
Customer service skills  
Public contact skills  
Oral communication skills  
Ability to write legibly

## ■ SUPPLY AND DEMAND

### Degree of difficulty in finding qualified applicants:

Experienced and inexperienced – *Very difficult*. Demand is considerably greater than the supply of qualified applicants. Employers often cannot find qualified applicants when an opening exists. Qualified applicants encounter no competition in their job search.

### Primary recruitment methods:

Employee referrals .....	50%
Newspaper ads .....	50%
Colleges/Universities .....	38%
Trade Journals .....	31%

### Hired in the past 12 months: 21

#### Source of filled vacancies:

Promotions .....	0%
Employees leaving .....	62%
New positions .....	14%
Temporary, on call, or seasonal positions .....	24%

## ■ SIZE OF OCCUPATION

### EDD estimated occupation size 1997–2004:

Small/Medium (350 – 400 employees)

### Gender ratio as reported by responding employers:

Male - 63%    Female - 37%

## ■ WHERE THE JOBS ARE

Drug Stores and Proprietary Stores .....	63.3%
Hospitals .....	21.7%
Other .....	15.0%

## ■ PROJECTIONS

### Two year projections as reported by responding employers:

Grow - 19%    Remain Stable - 75%    Decline - 6%

#### EDD OCCUPATIONAL FORECAST 1997–2004

##### Projected job openings for 7-year period: 120

Due to growth - 50

Due to separations - 70

##### Projected job growth rate for 7-year period:

14.3% (Slower than average)

Average growth rate for all occupations - 16.9%

## ■ OTHER INFORMATION

### Shifts worked:

Day - 100%    Swing - 25%    Graveyard - 13%    Other - 0%

### Promotional opportunities:

Some responding employers (25%) promote their employees to higher level positions.

### Skills important for career advancement:

Management skills.

### Additional information:

EDD California Occupational Guide, No. 159; U.S. Department of Labor Occupational Outlook Handbook 155, 2000–2001 edition, page 203.

# Pharmacy Technicians

Employers Responded: 20 • Employees Covered: 72

Pharmacy Technicians fill orders for unit doses and prepackaged pharmaceuticals and perform other related duties under the supervision and direction of a pharmacy supervisor or staff pharmacist. Duties include keeping records of drugs delivered to the pharmacy, storing incoming merchandise in proper locations, and informing the supervisor of stock needs and shortages. They may clean equipment used in the performance of duties and assist in the care and maintenance of equipment and supplies.

## WAGES AND BENEFITS

	Range	Median
New hires, no prior experience	\$7.00 to \$11.50	\$ 8.00
New to firm, experienced	\$8.00 to \$12.50	\$ 9.92
Three years with firm	\$8.50 to \$15.00	\$12.00

Few employees (less than 20%) have union status.

Benefits (based on 14 responding employers)	Full-time	Part-time
Paid Vacation .....	100%	21%
Medical Insurance .....	93%	21%
Paid Sick Leave .....	71%	21%
Dental Insurance .....	57%	21%
Retirement Plan .....	57%	14%
Life Insurance .....	43%	14%
Vision Insurance .....	36%	14%
Child Care .....	0%	0%

**Hours worked:** Most employees (67%) work full-time, 40 hours per week weighted average. Some employees (31%) work part-time, 22 hours per week weighted average.

## EMPLOYER REQUIREMENTS

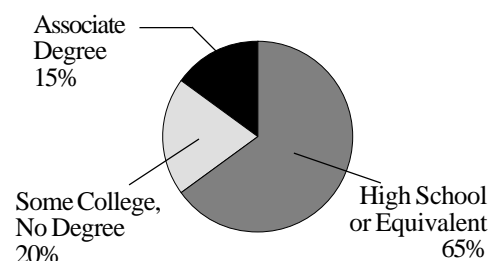
	Always	Usually	Sometimes	Never
Experience required prior to employment .....	25%	35%	15%	25%
Training as a substitute for work experience .....	45%	5%	35%	15%

**Experience:** Most responding employers (75%) require or prefer 1 month of Pharmacy Technician related work experience. Other experience listed by these employers includes pharmacy ancillary.

**Training or certification prior to employment:** All responding employers require between 3 and 24 months Pharmacy Technician training and certification from the State Board.

**Legally mandated requirements:** Pharmacy Technician registration requires 1500 hours of experience for a retail pharmacist; one year's experience, including 1500 hours performing the tasks of a Pharmacy Technician, for a hospital technician; or a course that provides a minimum of 240 hours of theoretical and practical instruction, provided that at least 120 of these hours are theoretical instruction. *California License Handbook, 5th Edition 1997, page 62*

EDUCATION OF RECENT HIRES



**Desired computer software skills:** All responding employers seek computer skills as follows:  
 Word Processing - 58%    Data Base - 53%    Spreadsheet - 5%    Desktop Publishing - 0%    Other - 53%  
 Other skills include pharmaceutical programs and computer literacy.

## ■ EMPLOYER REQUIREMENTS *(continued)*

### Important job qualifications and skills as reported in statewide surveys:

#### Technical

Knowledge of chemical compounds  
 Ability to complete and explain insurance forms  
 Ability to calculate weights and measurements  
 Ability to apply sterilization techniques  
 Ability to measure and calculate using metrics  
 Ability to accurately record and report information  
 Ability to write effectively  
 Ability to follow government regulations and reporting requirements  
 Ability to type at least 30 wpm

#### Physical

Ability to lift at least 40 lbs. repeatedly

#### Personal or other

Willingness to work with close supervision  
 Ability to pay attention to detail  
 Public contact skills  
 Ability to work independently  
 Basic math skills  
 Ability to read and follow instructions  
 Ability to write legibly  
 Oral communication skills

### New skills needed over the next 3 years:

Many responding employers (45%) reported new skills that included enhanced computer skills, organization and stress management skills, insurance processing and billing, and learning new pharmaceutical programs.

## ■ SUPPLY AND DEMAND

### Degree of difficulty in finding qualified applicants:

	<i>Not difficult</i>	<i>A little difficult</i>	<i>Somewhat difficult</i>	<i>Very difficult</i>
Experienced:	5%	25%	45%	25%
Inexperienced:	7%	47%	33%	13%

Employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty in finding qualified applicants at times.

### Primary recruitment methods:

Newspaper ads .....	65%
Employee referrals .....	65%
In-house promotion or transfer .....	30%
Public school or program referrals .....	20%

### Hired in the past 12 months: 23

#### Source of filled vacancies:

Promotions .....	4%
Employees leaving .....	74%
New positions .....	22%
Temporary or seasonal .....	0%

## ■ SIZE OF OCCUPATION

### EDD estimated occupation size 1997–2004:

Small (290 – 340 employees)

### Gender ratio as reported by responding employers:

Female - 79%    Male - 21%

## ■ WHERE THE JOBS ARE

Drug Stores .....	80.6%
Grocery Stores .....	6.3%
Medical and Hospital Equipment .....	5.1%
Other: .....	8.0%

## ■ PROJECTIONS

### Three year projections as reported by responding employers:

Grow - 15%    Remain Stable - 85%    Decline - 0%

#### EDD OCCUPATIONAL FORECAST 1997–2004

#### Projected job openings for 7-year period: 90

Due to growth - 50

Due to separations - 40

#### Projected job growth rate for 7-year period:

17.2% (Average)

Average growth rate for all occupations - 16.9%

## ■ OTHER INFORMATION

### Promotional opportunities:

Few responding employers (less than 20%) promote their employees to higher level positions.

### Additional information:

*EDD California Occupational Guide, No. 456; U.S. Department of Labor Occupational Outlook Handbook, 2000–2001 edition, page 231.*

*See Appendix C starting on page 168 for Training Providers in this occupation.*

# PLUMBERS

## Plumbers, Pipefitters, and Steamfitters

Employers Responded: 16 • Employees Covered: 123

Plumbers, Pipefitters, and Steamfitters assemble, install, alter and repair pipe systems (metal, plastic, ceramic, composition, etc.) that carry water, steam, air, or other liquids or gases. Please do not include plumbers and pipefitters who primarily install and repair heating, air conditioning, and refrigeration systems.

### WAGES AND BENEFITS

	<i>Range</i>	<i>Median</i>
New hires, no prior experience	\$ 7.00 to \$12.95	\$ 7.00
New to firm, experienced	\$10.00 to \$20.00	\$14.69
Three years with firm	\$13.00 to \$25.00	\$18.11
Union firms pay journeyman wages of \$35.85 an hour.		

**Few** responding employers (less than 20%) reported that wages are subject to collective bargaining or union agreements.

Benefits (based on 16 firms)	Employer Pays All Full-time	Share Cost Full-time	Employee Pays All Full-time
Medical Insurance .....	25%	50%	0%
Dental Insurance .....	13%	25%	0%
Vision Insurance .....	6%	13%	0%
Life Insurance .....	13%	0%	6%
Sick Leave .....	6%	6%	6%
Vacation .....	56%	13%	0%
Retirement Plan .....	19%	38%	0%
Child Care .....	0%	0%	0%

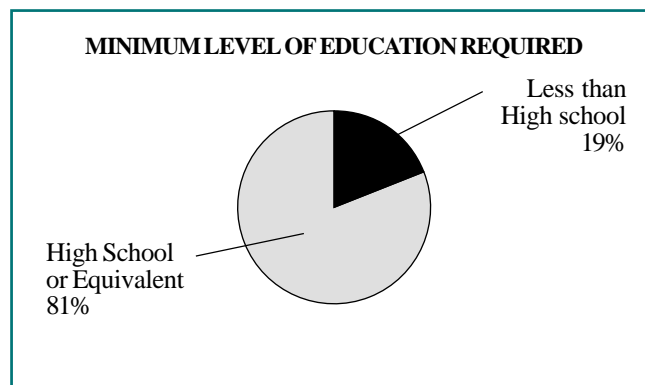
**Hours worked:** All employees work full-time, 40 hours per week weighted average.

### EMPLOYER REQUIREMENTS

	<i>Required</i>	<i>Preferred</i>	<i>Not Required</i>
Experience prior to employment .....	69%	31%	0%
Technical/Vocational training prior to employment .....	0%	13%	88%

**Experience:** Related work experience, required or preferred, ranges from 12 to 60 months or an average of 37 months. **Many** of these employers (56%) will accept training as a substitute for experience. **Many** employers (44%) reported that experience included 48 to 60 months of apprenticeship training.

**Technical/Vocational training:** Preferred training is 12 months. Training includes plumbing and plumbing code programs.



**Desired computer software skills:** **Few** responding employers (less than 20%) seek computer skills as follows:  
 Word Processing - 0%      Spreadsheet - 0%      Data Base - 100%      Desktop Publishing - 0%      Other - 0%

## ■ EMPLOYER REQUIREMENTS (*continued*)

### Important job qualifications and skills as reported in statewide surveys:

#### Technical

Ability to read blueprints  
 Ability to use hand tools  
 Cost estimating skills  
 Pipefitting skills  
 Arc welding skills  
 Gas welding skills  
 Soldering skills  
 Understanding of building codes  
 Possession of a valid driver's license

#### Physical

Ability to lift at least 50 lbs. repeatedly

#### Personal or other

Ability to provide own hand tools  
 Possession of a reliable vehicle  
 Willingness to work with close supervision  
 Public contact skills  
 Ability to work independently  
 Possession of good DMV driving record  
 Basic math skills  
 Ability to read and follow instructions  
 Ability to write legibly  
 Oral communication skills

## ■ SUPPLY AND DEMAND

### Degree of difficulty in finding qualified applicants:

Experienced – *Very difficult*. Due to growth most responding employers (63%) reported that demand is considerably greater than the supply of qualified applicants. Employers often cannot find qualified applicants when an opening exists. Qualified applicants encounter no competition in their job search.

Inexperienced – *Moderately difficult*. Demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times. Qualified applicants encounter little competition in their job search.

### Primary recruitment methods:

Employee referrals .....	81%
Walk-in applicants .....	75%
Newspaper ads .....	69%

### Hired in the past 12 months: 45

#### Source of filled vacancies:

Promotions .....	4%
Employees leaving .....	38%
New positions .....	49%
Temporary, on call, or seasonal positions .....	9%

## ■ SIZE OF OCCUPATION

### EDD estimated occupation size 1997–2004:

Medium (460 – 600 employees)

### Gender ratio as reported by responding employers:

Male - 97%    Female - 3%

## ■ WHERE THE JOBS ARE

Plumbing, Heating, Air Conditioning .....	50.3%
General Industrial Machinery, NEC .....	9.1%
Help Supply Service .....	8.9%
Other .....	31.7%

## ■ PROJECTIONS

### Two year projections as reported by responding employers:

Grow - 56%    Remain Stable - 44%    Decline - 0%

### EDD OCCUPATIONAL FORECAST 1997–2004

#### Projected job openings for 7-year period: 220

Due to growth - 140

Due to separations - 80

#### Projected job growth rate for 7-year period:

30.4% (Much faster than average)

Average growth rate for all occupations - 16.9%

## ■ OTHER INFORMATION

### Shifts worked:

Day - 100%    Swing - 6%    Graveyard - 0%    Other - 6%

### Promotional opportunities:

**Most** responding employers (63%) promote their employees to higher level positions.

### Skills important for career advancement:

Continued job related education and leadership skills.

### Additional information:

*EDD California Occupational Guide, No. 173; U.S. Department of Labor Occupational Outlook Handbook, 2000–2001 edition, page 435.*

*See Appendix C starting on page 168 for Training Providers in this occupation.*

# Printing Press Machine Operators and Tenders

Employers Responded: 17 • Employees Covered: 129

Printing Press Machine Operators and Tenders operate or tend various types of printing machines, such as offset lithographic presses, letter or letterset presses, flexographic or gravure presses, to produce print on paper or other materials such as plastic, cloth, or rubber.

## WAGES AND BENEFITS

	<i>Range</i>	<i>Median</i>
New hires, no prior experience	\$ 6.75 to \$10.55	\$ 7.50
New to firm, experienced	\$ 8.50 to \$20.01	\$12.00
Three years with firm	\$10.00 to \$23.50	\$16.00

**Few** responding employers (less than 20%) reported that wages are subject to collective bargaining or union agreements.

Benefits (based on 17 firms)	Employer Pays All Full-time	Share Cost Full-time	Employee Pays All Full-time
Medical Insurance .....	35%	59%	0%
Dental Insurance .....	24%	24%	12%
Vision Insurance .....	18%	24%	6%
Life Insurance .....	41%	6%	6%
Sick Leave .....	65%	0%	0%
Vacation .....	94%	6%	0%
Retirement Plan .....	35%	29%	0%
Child Care .....	0%	12%	0%

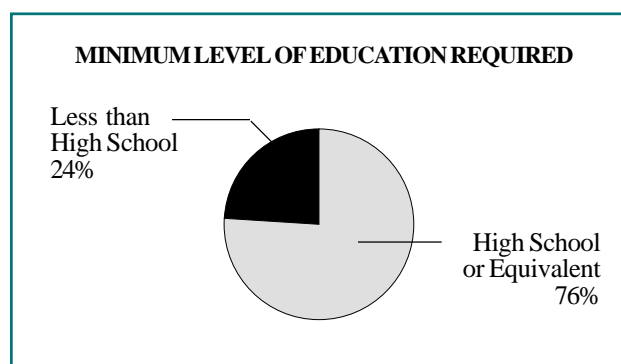
**Hours worked:** Almost all employees (96%) work full-time, 41 hours per week weighted average.

## EMPLOYER REQUIREMENTS

	<i>Required</i>	<i>Preferred</i>	<i>Not Required</i>
Experience prior to employment .....	76%	24%	0%
Technical/Vocational training prior to employment .....	0%	12%	88%

**Experience:** Required or preferred experience in this occupation ranges from 6 to 72 months or an average of 28 months. **Many** of these employers (59%) will accept training as a substitute for experience.

**Technical/Vocational training:** Preferred training ranges from 9 to 12 months or an average of 11 months. Training includes printing press operations.



**Desired computer software skills:** Few responding employers (less than 20%) seek computer skills as follows:  
 Word Processing - 0%    Spreadsheet - 100%    Data Base - 0%    Desktop Publishing - 0%    Other - 100%  
 Other skills include ink formula programs.



## ■ EMPLOYER REQUIREMENTS (*continued*)

### Important job qualifications and skills as reported by employers:

#### Technical

Ability to operate multicolor presses  
 Ability to use printing inks  
 Offset printing skills  
 Custom black and white printing skills  
 Custom color printing skills  
 Ability to monitor, inspect, and evaluate quality

#### Physical

Possession of good color perception  
 Ability to stand continuously for 2 or more hours  
 Ability to perform precision work  
 Near vision (may be corrective)  
 Manual dexterity

#### Personal or other

Possession of mechanical aptitude  
 Willingness to work under close supervision  
 Ability to work independently  
 Ability to work under pressure  
 Basic math skills  
 Ability to read and follow instructions  
 Ability to write legibly  
 Oral communication skills  
 Ability to perform routine, repetitive work

## ■ SUPPLY AND DEMAND

### Degree of difficulty in finding qualified applicants:

Experienced – *Very difficult*. Demand is considerably greater than the supply of qualified applicants. Employers often cannot find qualified applicants when an opening exists. Qualified applicants encounter no competition in their job search.

Inexperienced – *Moderately difficult*. Demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times. Qualified applicants encounter little competition in their job search.

### Primary recruitment methods:

Employee referrals ..... 76%  
 Newspaper ads ..... 76%  
 In-house promotions or transfers ..... 53%  
 Walk-in applicants ..... 41%

### Hired in the past 12 months: 46

#### Source of filled vacancies:

Promotions ..... 35%  
 Employees leaving ..... 26%  
 New positions ..... 28%  
 Temporary, on call, or seasonal positions ..... 11%

## ■ SIZE OF OCCUPATION

### EDD estimated occupation size 1997–2004:

Small (230 – 280 employees)

### Gender ratio as reported by responding employers:

Male - 98%      Female - 2%

## ■ WHERE THE JOBS ARE

Printing, Publishing and Allied Industries ..... 86.1%  
 Miscellaneous Plastic Products ..... 13.9%

## ■ PROJECTIONS

### Two year projections as reported by responding employers:

Grow -47%      Remain Stable - 47%      Decline - 6%

#### EDD OCCUPATIONAL FORECAST 1997–2004

#### Projected job openings for 7-year period: 70

Due to growth - 50

Due to separations - 20

#### Projected job growth rate for 7-year period:

21.7% (Faster than average)

Average growth rate for all occupations - 16.9%

## ■ OTHER INFORMATION

### Shifts worked:

Day - 100%      Swing - 53%      Graveyard - 24%      Other - 0%

### Promotional opportunities:

**Most** responding employers (76%) promote their employees to higher level positions.

### Skills important for career advancement:

Ability to operate higher level presses, management or supervisory skills, quality oriented, and technical and mechanical aptitude.

### Additional information:

*U.S. Department of Labor Occupational Outlook Handbook, 2000–2001 edition, page 475.*

*See Appendix C starting on page 168 for Training Providers in this occupation.*

# Property and Real Estate Managers and Administrators

Employers Responded: 17 • Employees Covered: 105

Property and Real Estate Managers and Administrators plan, organize, direct, control or coordinate real estate property management, purchase, sales and leasing activities. Their work involves management of buildings or properties, management of real estate buying and selling activities for clients or employers, and management of rented or leased housing units, buildings, or land (including rights-of-way). Please do not include workers whose duties are not primarily managerial or who are engaged primarily in direct buying or selling of real estate.

## WAGES AND BENEFITS

	Wages		Commissions	
	Range	Median	Range	Median
New hires, no prior experience	\$6.00 to \$12.95	\$ 9.59	\$1.15 to \$1.15/hr.	\$1.15/hr.
New to firm, experienced	\$6.90 to \$27.43	\$12.79	\$.96 to \$2.49/hr.	\$1.68/hr.
Three years with firm	\$9.21 to \$29.54	\$17.26	\$1.44 to \$2.69/hr.	\$2.01/hr.

**Other forms of compensation:** **Some** responding employers (29%) reported commissions as above which are included in the wage range. **Some** responding employers (24%) reported that the above wages includes living quarters. **All** employees have non-union status.

Benefits (based on 16 responding employers)	Full-time	Part-time
Paid Vacation .....	100%	13%
Medical Insurance .....	88%	6%
Paid Sick Leave .....	88%	13%
Dental Insurance .....	69%	6%
Life Insurance .....	63%	6%
Vision Insurance .....	38%	0%
Retirement Plan .....	38%	0%
Child Care .....	0%	0%

**Hours worked:** **Almost all** employees (92%) work full-time, 40 hours per week weighted average. **Few** employees (less than 20%) work part-time, 24 hours per week weighted average, or work as seasonal workers, 20 hours per week weighted average.

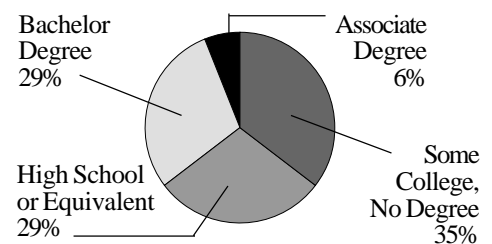
## EMPLOYER REQUIREMENTS

	Always	Usually	Sometimes	Never
Experience required prior to employment .....	59%	35%	6%	0%
Training as a substitute for work experience .....	0%	12%	41%	47%

**Experience:** **All** responding employers require or prefer between 6 and 60 months of Property and Real Estate Management related work experience.

**Training or certification prior to employment:** **Many** responding employers (53%) require between 2 and 48 months of training or certification that includes a Real Estate license, Institute of Real Estate Management (IREM) course, Accredited Resident Manager (ARM) certification, Mobile Home Association certification, and Shopping Center Management certification.

EDUCATION OF RECENT HIRES



**Desired computer software skills:** **Most** responding employers (76%) seek computer skills as follows:

Word Processing - 85%      Spreadsheet - 69%      Data Base - 23%      Desktop Publishing - 15%      Other - 23%

Other skills include computer literacy.

## ■ EMPLOYER REQUIREMENTS (*continued*)

### Important job qualifications and skills as reported in statewide surveys:

#### Technical

Business math skills  
 Ability to maintain financial records  
 Ability to manage an activity or department  
 Ability to plan and organize the work of others  
 Ability to prepare and arrange sales contracts  
 Ability to handle credit and collections  
 Knowledge of escrow and title functions  
 Ability to hire and assign personnel  
 Ability to negotiate property leases  
 Carpentry skills  
 Bondable  
 Possession of a California real estate sales license  
 Ability to write effectively  
 Problem solving skills

#### Personal or other

Public contact skills  
 Ability to work independently  
 Ability to read and follow instructions  
 Ability to write legibly  
 Oral communication skills

### New skills needed over the next 3 years:

**Some** responding employers (35%) reported new skills that included ability to learn in-house programs, proficiency in new real estate laws, and increased management training.

## ■ SUPPLY AND DEMAND

### Degree of difficulty in finding qualified applicants:

	<i>Not difficult</i>	<i>A little difficult</i>	<i>Somewhat difficult</i>	<i>Very difficult</i>
Experienced:	0%	35%	47%	18%
Inexperienced:	22%	11%	67%	0%

Employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times.

### Primary recruitment methods:

Newspaper ads .....	71%
Employee referrals .....	59%
In-house promotion or transfer .....	53%

### Hired in the past 12 months: 25

#### Source of filled vacancies:

Promotions .....	16%
Employees leaving .....	60%
New positions .....	24%
Temporary or seasonal .....	0%

## ■ SIZE OF OCCUPATION

### EDD estimated occupation size 1997–2004:

Small (160 – 210 employees)

### Gender ratio as reported by responding employers:

Female - 57%    Male - 43%

## ■ WHERE THE JOBS ARE

Real Estate: Agents and Managers .....	63.1%
Apartment Building Operators .....	22.7%
Mobile Home Site Operator .....	5.9%
Other .....	8.3%

## ■ PROJECTIONS

### Three year projections as reported by responding employers:

Grow - 41%    Remain Stable - 53%    Decline - 6%

#### EDD OCCUPATIONAL FORECAST 1997–2004

#### Projected job openings for 7-year period: 70

Due to growth - 50

Due to separations - 20

#### Projected job growth rate for 7-year period:

31.3% (Much faster than average)

Average growth rate for all occupations - 16.9%

## ■ OTHER INFORMATION

### Promotional opportunities:

**Some** responding employers (35%) promote their employees to higher level positions.

### Additional information:

*EDD California Occupational Guide, No. 423; U.S. Department of Labor Occupational Outlook Handbook, 2000–2001 edition, page 71.*

*See Appendix C starting on page 168 for Training Providers in this occupation.*

# PURCHASING AGENTS

## Purchasing Agents - except Wholesale, Retail and Farm

Employers Responded: 16 • Employees Covered: 31

Purchasing Agents, except Wholesale, Retail and Farm Products, purchase raw or semi-finished materials for manufacturing. They also purchase machinery, equipment, tools, parts, supplies, or services necessary for the operation of an establishment. Please include contract specialists, field contractors, purchasers, price analysts, tooling coordinators, and media buyers.

### WAGES AND BENEFITS

	<i>Range</i>	<i>Median</i>
New hires, no prior experience	\$10.00 to \$12.47	\$11.24
New to firm, experienced	\$12.00 to \$23.97	\$16.45
Three years with firm	\$14.00 to \$28.77	\$18.50

All responding employers reported that wages are not subject to collective bargaining or union agreements.

Benefits (based on 16 firms)	Employer Pays All Full-time	Share Cost Full-time	Employee Pays All Full-time
Medical Insurance .....	38%	63%	0%
Dental Insurance .....	19%	63%	6%
Vision Insurance .....	25%	44%	6%
Life Insurance .....	69%	0%	6%
Sick Leave .....	69%	0%	6%
Vacation .....	100%	0%	0%
Retirement Plan .....	31%	50%	0%
Child Care .....	0%	0%	13%

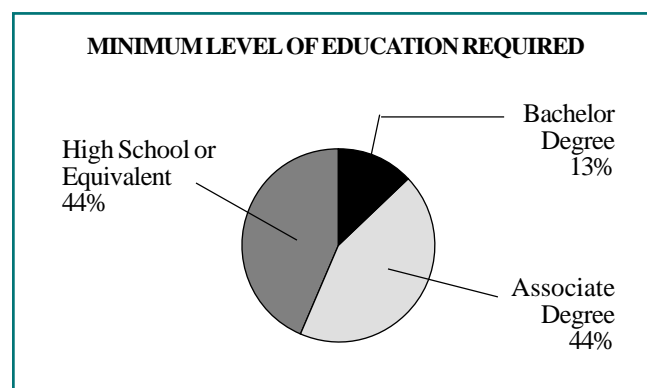
**Hours worked:** All employees work full-time, 40 hours per week weighted average.

### EMPLOYER REQUIREMENTS

	<i>Required</i>	<i>Preferred</i>	<i>Not Required</i>
Experience prior to employment .....	88%	13%	0%
Technical/Vocational training prior to employment .....	13%	0%	88%

**Experience:** Related work experience, required or preferred, ranges from 12 to 60 months or an average of 36 months. **Few** of these employers (less than 20%) will accept training as a substitute for experience.

**Technical/Vocational training:** Required training ranges from 3 to 12 months or an average of 8 months. Training includes industry related programs.



**Desired computer software skills:** All responding employers seek computer skills as follows:

Word Processing - 88%    Spreadsheet - 81%    Data Base - 63%    Desktop Publishing - 6%    Other - 44%

Skills include Excel, MAS90, inventory, sales and business management programs.

## ■ EMPLOYER REQUIREMENTS (*continued*)

### Important job qualifications and skills as reported in statewide surveys:

#### Technical

Business math skills  
Report writing skills  
Supervisory skills  
Ability to follow purchasing procedures  
Negotiation skills  
Ability to apply sales techniques  
Ability to assess and analyze market conditions  
Understanding of inventory control systems  
Ability to apply materials resource planning (MRP) techniques  
Understanding of contract law  
Verbal presentation skills  
Ability to demonstrate knowledge of specific products  
Analytical skills  
Ability to use supply catalogues  
Ability to use trade journals

#### Personal or other

Willingness to work with close supervision  
Public contact skills  
Ability to work independently  
Ability to work under pressure  
Ability to maintain good business relationships  
Ability to read and follow instructions  
Ability to write legibly  
Oral communication skills

## ■ SUPPLY AND DEMAND

### Degree of difficulty in finding qualified applicants:

Experienced – *Very difficult*. Demand is considerably greater than the supply of qualified applicants. Employers often cannot find qualified applicants when an opening exists. Qualified applicants encounter no competition in their job search.

Inexperienced – *Moderately difficult*. Demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times. Qualified applicants encounter little competition in their job search.

### Primary recruitment methods:

Newspaper ads ..... 88%  
Employee referrals ..... 56%  
In-house promotion or transfer ..... 38%

### Hired in the past 12 months: 3

#### Source of filled vacancies:

Promotions ..... 33%  
Employees leaving ..... 67%  
New positions ..... 0%  
Temporary, on call, or seasonal positions ..... 0%

## ■ SIZE OF OCCUPATION

### EDD estimated occupation size 1997–2004:

Medium (670 – 680 employees)

### Gender ratio as reported by responding employers:

Female - 58%    Male - 42%

## ■ WHERE THE JOBS ARE

Federal Government ..... 26.9%  
Radio & TV Communications Equipment ..... 5.4%  
Other ..... 67.7%

## ■ PROJECTIONS

### Two year projections as reported by responding employers:

Grow - 31%    Remain Stable - 69%    Decline - 0%

### EDD OCCUPATIONAL FORECAST 1997–2004

#### Projected job openings for 7-year period: 140

Due to growth - 10

Due to separations - 130

#### Projected job growth rate for 7-year period:

1.5% (Slower than average)

Average growth rate for all occupations - 16.9%

## ■ OTHER INFORMATION

### Shifts worked:

Day - 100%    Swing - 0%    Graveyard - 0%    Other - 0%

### Promotional opportunities:

**Most** responding employers (69%) promote their employees to higher level positions.

### Skills important for career advancement:

Professional development by continuing education, and professional certification.

### Additional information:

*U.S. Department of Labor Occupational Outlook Handbook, 2000–2001 edition, page 73.*

*See Appendix C starting on page 168 for Training Providers in this occupation.*



# Quality Assurance Managers

Employers Responded: 16 • Employees Covered: 25

Quality Assurance Managers set up systems, processes and implement new programs. They manage/implement quality, reliability and product safety and administer ISO9000 activities. They are responsible for developing and administering Quality Control Programs, and ensure Quality Control Procedures and Policies are coordinated throughout the company. They are responsible for establishing testing policies and procedures for maintaining a program that will meet the Quality Control needs of the entire organization. They are also responsible for assessing compliance to regulatory and manufacturing specs.

**Note:** Please see page 10 for an explanation of Non-OES occupations.

## WAGES AND BENEFITS

	<i>Range</i>	<i>Median</i>
New hires, no prior experience	\$14.92 to \$26.85	\$21.18
New to firm, experienced	\$13.25 to \$32.22	\$23.17
Three years with firm	\$23.01 to \$44.40	\$28.84

**Few** responding employers (less than 20%) reported that wages are subject to collective bargaining or union agreements.

Benefits (based on 16 firms)	Employer Pays All Full-time	Share Cost Full-time	Employee Pays All Full-time
Medical Insurance .....	13%	88%	0%
Dental Insurance .....	13%	81%	6%
Vision Insurance .....	0%	56%	0%
Life Insurance .....	50%	50%	0%
Sick Leave .....	88%	6%	0%
Vacation .....	94%	6%	0%
Retirement Plan .....	44%	50%	0%
Child Care .....	0%	6%	0%
Other Benefits .....	31%	0%	0%

Other benefits include long term disability insurance and stock options.

**Hours worked:** All employees work full-time, 42 hours per week weighted average.

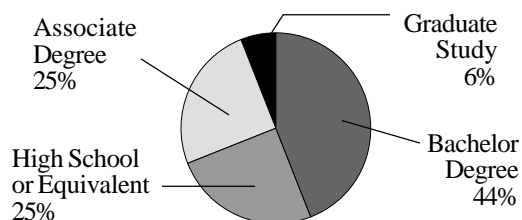
## EMPLOYER REQUIREMENTS

	<i>Required</i>	<i>Preferred</i>	<i>Not Required</i>
Experience prior to employment .....	81%	19%	0%
Technical/Vocational training prior to employment .....	6%	0%	94%

**Experience:** Required or preferred experience in this occupation ranges from 12 to 60 months or an average of 33 months. Other acceptable experience listed by responding employers includes quality control positions, in-house positions, and industry related positions. **Few** of these employers (less than 20%) will accept training as a substitute for experience.

**Technical/Vocational training:** Required training is 12 months.

### MINIMUM LEVEL OF EDUCATION REQUIRED



**Desired computer software skills:** **Almost all** responding employers (94%) seek computer skills as follows: Word Processing - 87% Spreadsheet - 93% Data Base - 73% Desktop Publishing - 7% Other - 53% Reported skills include Excel, Word, industry related software, Access, and ISO9000.



## ■ EMPLOYER REQUIREMENTS (*continued*)

### Important job qualifications and skills as reported by employers:

#### Technical

Ability to analyze data to solve problems  
 Ability to apply complex rules and regulations  
 Ability to apply safe storage techniques  
 Ability to implement safe work practices  
 Ability to judge product quality by standards  
 Ability to manage an activity or department  
 Ability to use computer controlled processes  
 Knowledge of specific production processes  
 Understanding of environmental controls and regulations

#### Personal or other

Ability to make decisions  
 Ability to work under pressure  
 Oral communication skills  
 Organizational skills  
 Ability to set work priorities  
 Ability to meet deadlines

**New skills needed as reported by responding employers:** ISO9000 and ISO9001 proficiency or certification.

## ■ SUPPLY AND DEMAND

### Degree of difficulty in finding qualified applicants:

Experienced and inexperienced – *Very difficult*. Demand is considerably greater than the supply of qualified applicants. Employers often cannot find qualified applicants when an opening exists. Qualified applicants encounter no competition in their job search.

### Primary recruitment methods:

In-house promotions or transfers .....	69%
Newspaper ads .....	44%
Employee referrals .....	38%
Internet .....	38%
Other (Networking) .....	38%
Private employment agencies .....	38%

### Hired in the past 12 months: 2

#### Source of filled vacancies:

Promotions .....	0%
Employees leaving .....	100%
New positions .....	0%
Temporary, on call, or seasonal positions .....	0%

## ■ SIZE OF OCCUPATION

### EDD estimated occupation size 1997–2004:

None available.

### Gender ratio as reported by responding employers:

Male - 80%      Female - 20%

## ■ WHERE THE JOBS ARE

Electronic Components and Accessories  
 Laboratory Apparatus and Analytical, Optical, Measuring and Controlling Instruments  
 Industrial & Commercial Machinery & Computer Equipment  
 Research, Development, and Testing Services  
 Miscellaneous Plastic Products  
 Miscellaneous Manufacturing

## ■ PROJECTIONS

### Two year projections as reported by responding employers:

Grow - 19%      Remain Stable - 81%      Decline - 0%

### EDD OCCUPATIONAL FORECAST 1997–2004

This is a non-OES occupation and projections are not available that accurately reflect the employment growth and trends in Ventura County.

## ■ OTHER INFORMATION

### Shifts worked:

Day - 100%      Swing - 0%      Graveyard - 0%      Other - 0%

### Promotional opportunities:

**Most** responding employers (63%) promote their employees to higher level positions.

### Skills important for career advancement:

Higher level management skills, knowledge of operations or product, and technical skills.

### Additional information:

*U.S. Department of Labor Occupational Outlook Handbook, 2000–2001 edition, page 63.*

*See Appendix C starting on page 168 for Training Providers in this occupation.*

# RADIOLOGIC TECHNOLOGISTS

Employers Responded: 17 • Employees Covered: 125

Radiologic Technologists take X-rays and CAT scans or administer nonradioactive materials into patients blood stream for diagnostic purposes. Please include technologists who specialize in other modalities such as computed tomography, ultrasound, and magnetic resonance. Please include workers whose primary duties are to demonstrate portions of the human body on X-ray film or fluoroscopic screen.

## WAGES AND BENEFITS

	<i>Range</i>	<i>Median</i>
New hires, no prior experience	\$ 7.53 to \$17.00	\$13.27
New to firm, experienced	\$ 7.83 to \$17.50	\$14.00
Three years with firm	\$13.00 to \$22.00	\$15.00

Few responding employers (less than 20%) reported that wages are subject to collective bargaining or union agreements.

Benefits (based on 17 firms)	Employer Pays All Full-time	Share Cost Full-time	Employee Pays All Full-time
Medical Insurance .....	53%	41%	0%
Dental Insurance .....	24%	35%	12%
Vision Insurance .....	18%	18%	6%
Life Insurance .....	47%	6%	0%
Sick Leave .....	76%	6%	0%
Vacation .....	88%	6%	0%
Retirement Plan .....	41%	18%	6%
Child Care .....	0%	0%	6%

**Hours worked:** Many employees (54%) work full-time, 39 hours per week weighted average. Some employees (30%) work temporary or on call, 10 hours per week weighted average.

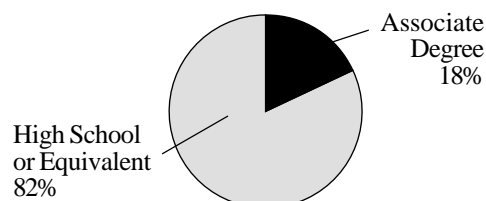
## EMPLOYER REQUIREMENTS

	<i>Required</i>	<i>Preferred</i>	<i>Not Required</i>
Experience prior to employment .....	53%	47%	0%
Technical/Vocational training prior to employment .....	100%	0%	0%

**Experience:** Related work experience, required or preferred, ranges from 4 to 24 months or an average of 12 months. Other acceptable experience listed by responding employers includes medical assistant. Many of these employers (41%) will accept training as a substitute for experience.

**Technical/Vocational training:** Required training ranges from 12 to 24 months or an average of 16 months. Training includes X-ray Technologist program for limited license and Radiologic Technologist program for certification.

MINIMUM LEVEL OF EDUCATION REQUIRED



**Legally mandated requirements:** Persons permitted to take x-rays of the entire human body for therapeutic or diagnostic purposes must be certified. Requirements include the completion of an approved 2-year academic program and clinical experience. Technicians allowed to use x-rays on a limited portion of the human body require a permit as a Limited X-ray Technician. Requirements include graduation from approved training programs and clinical experience. — *California License Handbook, 5th Edition 1997, page 148 and 149*

**Desired computer software skills:** Many responding employers (53%) seek computer skills as follows:

Word Processing - 33%      Spreadsheet - 0%      Data Base - 44%      Desktop Publishing - 0%      Other - 44%

Other skills include medical manager program and hospital software.

## ■ EMPLOYER REQUIREMENTS (*continued*)

### Important job qualifications and skills as reported in statewide surveys:

#### Technical

Ability to use film developing equipment  
 Record keeping skills  
 Ability to follow fluoroscopic imaging procedures  
 Ability to administer magnetic resonance imaging  
 Ultrasound scanning skills  
 CT scanning skills  
 Ability to follow safe equipment operating practices  
 Ability to apply transferring techniques moving patients  
 Ability to take vital signs  
 ARRT Registration  
 Possession of a State CRT Certificate  
 Ability to write effectively  
 Knowledge of medical terminology

#### Physical

Ability to stand continuously for 2 or more hours

#### Personal or other

Willingness to work with close supervision  
 Public contact skills  
 Ability to work independently  
 Ability to work under pressure  
 Basic math skills  
 Ability to read and follow instructions  
 Ability to write legibly  
 Oral communication skills

## ■ SUPPLY AND DEMAND

### Degree of difficulty in finding qualified applicants:

Experienced and inexperienced – *Moderately difficult*. Demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times. Qualified applicants encounter little competition in their job search.

### Primary recruitment methods:

Newspaper ads .....	82%
Employee referrals .....	53%
In-house promotion or transfer .....	35%

### Hired in the past 12 months: 23

### Source of filled vacancies:

Promotions .....	17%
Employees leaving .....	35%
New positions .....	22%
Temporary, on call, or seasonal positions .....	26%

## ■ SIZE OF OCCUPATION

### EDD estimated occupation size 1997–2004:

Small (300 – 330 employees)

### Gender ratio as reported by responding employers:

Male - 54%    Female - 46%

## ■ WHERE THE JOBS ARE

Offices & Clinics of Doctors of Medicine .....	50.8%
General Medical & Surgical Hospitals .....	41.7%
Other .....	7.5%

## ■ PROJECTIONS

### Two year projections as reported by responding employers:

Grow - 6%    Remain Stable - 88%    Decline - 6%

### EDD OCCUPATIONAL FORECAST 1997–2004

#### Projected job openings for 7-year period: 60

Due to growth - 30

Due to separations - 30

#### Projected job growth rate for 7-year period:

10% (Slower than average)

Average growth rate for all occupations - 16.9%

## ■ OTHER INFORMATION

### Shifts worked:

Day - 100%    Swing - 29%    Graveyard - 18%    Other - 12%

### Promotional opportunities:

Many responding employers (41%) promote their employees to higher level positions.

### Skills important for career advancement:

Ability to keep up with new technology and equipment and supervisory skills.

### Additional information:

EDD California Occupational Guide, No. 89; U.S. Department of Labor Occupational Outlook Handbook, 2000–2001 edition, page 233.

*See Appendix C starting on page 168 for Training Providers in this occupation.*

# RECEPTIONISTS

## Receptionists and Information Clerks

Employers Responded: 19 • Employees Covered: 130

Receptionists and Information Clerks answer inquiries and obtain information for the general public (customers, visitors, and other interested parties) concerning activities conducted at an establishment, such as the location of offices or persons within the firm, departments within the store, or services within the hotel. They may perform a variety of other clerical duties. Please do not include Receptionists who primarily operate switchboards.

### WAGES AND BENEFITS

	<i>Range</i>	<i>Median</i>
New hires, no prior experience	\$6.00 to \$11.51	\$ 7.93
New to firm, experienced	\$7.00 to \$13.00	\$ 9.50
Three years with firm	\$7.25 to \$15.00	\$11.00

All employees have non-union status.

Benefits (based on 18 responding employers)	Full-time	Part-time
Medical Insurance .....	100% .....	6% .....
Paid Vacation .....	89% .....	17% .....
Paid Sick Leave .....	83% .....	17% .....
Dental Insurance .....	78% .....	0% .....
Life Insurance .....	67% .....	6% .....
Retirement Plan .....	67% .....	17% .....
Vision Insurance .....	50% .....	6% .....
Child Care .....	11% .....	0% .....

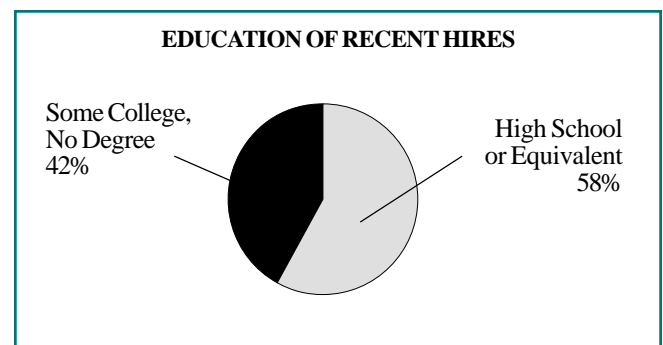
**Hours worked:** Most employees (77%) work full-time, 40 hours per week weighted average. Few employees (less than 20%) work full time, 32 hours per week weighted average. Few employees (less than 20%) work part-time, 23 hours per week weighted average, or temporary on call, 5 hours per week weighted average.

### EMPLOYER REQUIREMENTS

	<i>Always</i>	<i>Usually</i>	<i>Sometimes</i>	<i>Never</i>
Experience required prior to employment .....	26% .....	37% .....	37% .....	0% .....
Training as a substitute for work experience .....	16% .....	21% .....	47% .....	16% .....

**Experience:** All responding employers require or prefer between 3 and 18 months of Receptionist and Information Clerk related work experience. Other experience listed by these employers includes general office, secretarial, and customer service.

**Training or certification prior to employment:** Few responding employers (less than 20%) require between 6 and 9 months of training or certification from a business school or junior college, and switchboard certification.



**Desired computer software skills:** Almost all responding employers (89%) seek computer skills as follows:  
 Word Processing - 82%      Data Base - 29%      Spreadsheet - 29%      Desktop Publishing - 6%      Other - 29%  
 Other skills include computer literacy, Word Perfect, and updates on computer programs.

## ■ EMPLOYER REQUIREMENTS (*continued*)

### Important job qualifications and skills as reported in statewide surveys:

#### Technical

Alphabetic and numeric filing skills  
 Bookkeeping skills  
 Ability to operate a multi-line command phone center  
 Ability to use word processing software  
 Telephone answering skills  
 Ability to write effectively  
 Ability to type at least 45 wpm

#### Personal or other

Willingness to work with close supervision  
 Public contact skills  
 Ability to work independently  
 Ability to work under pressure  
 Customer service skills  
 Basic math skills  
 Ability to read and follow instructions  
 Ability to write legibly  
 Oral communication skills

### New skills needed over the next 3 years:

Many responding employers (47%) reported new skills that included ability to learn computerized telephone systems, in-house and business related programs, and spreadsheet and e-mail knowledge.

## ■ SUPPLY AND DEMAND

### Degree of difficulty in finding qualified applicants:

	<i>Not difficult</i>	<i>A little difficult</i>	<i>Somewhat difficult</i>	<i>Very difficult</i>
Experienced:	11%	42%	32%	16%
Inexperienced:	19%	31%	31%	19%

Employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times.

### Primary recruitment methods:

Newspaper ads .....	79%
Employee referrals .....	68%
In-house promotion or transfer .....	37%

### Hired in the past 12 months: 70

#### Source of filled vacancies:

Promotions .....	7%
Employees leaving .....	80%
New positions .....	13%
Temporary or seasonal .....	0%

## ■ SIZE OF OCCUPATION

### EDD estimated occupation size 1997–2004:

Very large (2,840 – 3,420 employees)

### Gender ratio as reported by responding employers:

Female - 97%    Male - 3%

## ■ WHERE THE JOBS ARE

Health Services .....	23.3%
Help Supply Services .....	16.9%
Other Services .....	10.2%
Insurance and Real Estate .....	6.5%
Other .....	43.1%

## ■ PROJECTIONS

### Three year projections as reported by responding employers:

Grow - 21%    Remain Stable - 74%    Decline - 5%

#### EDD OCCUPATIONAL FORECAST 1997–2004

#### Projected job openings for 7-year period: 1,010

Due to growth - 580

Due to separations - 430

#### Projected job growth rate for 7-year period:

20.4% (Faster than average)

Average growth rate for all occupations - 16.9%

## ■ OTHER INFORMATION

### Promotional opportunities:

Most responding employers (68%) promote their employees to higher level positions.

### Additional information:

*EDD California Occupational Guide, No. 21; U.S. Department of Labor Occupational Outlook Handbook, 2000–2001 edition, page 300.*

*See Appendix C starting on page 168 for Training Providers in this occupation.*

# RECREATION WORKERS

## Recreation Workers

Employers Responded: 17 • Employees Covered: 613

Recreation Workers conduct recreation activities with groups in public, private, or volunteer agencies or recreation facilities. They consider the needs and interests of individual members and organize and promote activities, such as arts and crafts, sports, games, music, dramatics, social recreation, camping, and hobbies.

### WAGES AND BENEFITS

	<i>Range</i>	<i>Median</i>
New hires, no prior experience	\$5.75 to \$ 7.04	\$ 6.33
New to firm, experienced	\$6.25 to \$10.00	\$ 7.50
Three years with firm	\$7.00 to \$12.00	\$10.00

**Few** responding employers (less than 20%) reported that wages are subject to collective bargaining or union agreements.

Benefits (based on 17 firms)	Employer Pays All		Share Cost		Employee Pays All	
	FT	PT	FT	PT	FT	PT
Medical Insurance .....	38%	0%	38%	6%	6%	6%
Dental Insurance .....	31%	0%	19%	0%	13%	0%
Vision Insurance .....	25%	0%	19%	6%	13%	0%
Life Insurance .....	31%	0%	19%	6%	6%	0%
Sick Leave .....	81%	0%	0%	6%	0%	0%
Vacation .....	81%	0%	0%	6%	0%	0%
Retirement Plan .....	25%	0%	25%	6%	13%	6%
Child Care .....	13%	6%	6%	0%	0%	0%

**Hours worked:** **Many** employees (50%) work seasonal, 30 hours per week weighted average. **Some** employees (37%) work part-time, 29 hours per week weighted average. **Few** employees (11%) work full-time, 39 hours per week weighted average. **Few** employees (2%) work temporary/on-call, 20 hours per week weighted average.

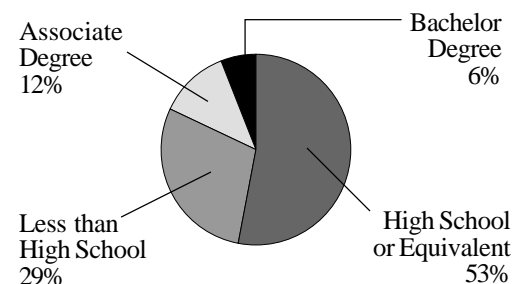
### EMPLOYER REQUIREMENTS

	<i>Required</i>	<i>Preferred</i>	<i>Not Required</i>
Experience prior to employment .....	35%	53%	12%
Technical/Vocational training prior to employment .....	24%	0%	76%

**Experience:** Required or preferred experience in this occupation ranges from 6 to 24 months or an average of 9 months. Other acceptable experience listed by responding employers includes human services. **Many** of these employers (40%) will accept training as a substitute for experience.

**Technical/Vocational training:** Required training ranges from 2 to 6 months or an average of 3 months. Training includes Activity Director certification.

MINIMUM LEVEL OF EDUCATION REQUIRED



**Desired computer software skills:** **Many** responding employers (59%) seek computer skills as follows:  
 Word Processing - 100%      Spreadsheet - 50%      Data Base - 10%      Desktop Publishing - 30%      Other - 0%  
 Reported software skills include Word, Excel, Adobe PageMaker, Photoshop, and Print Shop.



## ■ EMPLOYER REQUIREMENTS (*continued*)

### Important job qualifications and skills as reported by employers:

#### Technical

Ability to apply teaching techniques  
 Ability to plan and organize the work of others  
 Artistic skills  
 Ability to administer first aid  
 Ability to apply principles of recreation  
 Ability to accurately record and report information

#### Physical

Good physical condition

#### Personal or other

Understanding of a variety of cultures  
 Leadership skills  
 Possession of a clean police record  
 Ability to work independently  
 Interpersonal skills  
 Ability to exercise patience  
 Ability to write legibly  
 Oral communication skills  
 Coordination skills  
 Ability to motivate others  
 Willingness to accept responsibility  
 Ability to exercise good judgment

## ■ SUPPLY AND DEMAND

### Degree of difficulty in finding qualified applicants:

Experienced – *Moderately difficult*. Demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times. Qualified applicants encounter little competition in their job search.

Inexperienced – *Very difficult*. Due to the temporary and seasonal nature of the work, demand is considerably greater than the supply of qualified applicants. Employers often cannot find qualified applicants when an opening exists. Qualified applicants encounter no competition in their job search.

### Primary recruitment methods:

Newspaper ads ..... 71%  
 Employee referrals ..... 59%  
 In-house promotions or transfers ..... 53%

### Hired in the past 12 months: 428

### Source of filled vacancies:

Promotions ..... 2%  
 Employees leaving ..... 10%  
 New positions ..... 5%  
 Temporary, on call, or seasonal positions ..... 84%

## ■ SIZE OF OCCUPATION

### EDD estimated occupation size 1997–2004:

Small/Medium (300–460 employees)

### Gender ratio as reported by responding employers:

Female - 52%    Male - 48%

## ■ WHERE THE JOBS ARE

Individual and Family Services ..... 31.9%  
 Local Government ..... 25.1%  
 Social Services ..... 18.7%  
 Other ..... 24.3%

## ■ PROJECTIONS

### Two year projections as reported by responding employers:

Grow - 24%    Remain Stable - 70%    Decline - 6%

### EDD OCCUPATIONAL FORECAST 1997–2004

#### Projected job openings for 7-year period: 280

Due to growth - 160

Due to separations - 120

#### Projected job growth rate for 7-year period:

53.3% (Much faster than average)

Average growth rate for all occupations - 16.9%

## ■ OTHER INFORMATION

### Shifts worked:

Day - 88%    Swing - 29%    Graveyard - 0%    Other - 6%

### Promotional opportunities:

**Most** responding employers (76%) promote their employees to higher level positions.

### Skills important for career advancement:

Organizational and supervisory skills.

### Additional information:

*EDD California Occupational Guide, No. 357, 2008, pages 7 - 10; U.S. Department of Labor Occupational Outlook Handbook 155, 2000–2001 edition, page 159.*

*See Appendix C starting on page 168 for Training Providers in this occupation.*

# REGISTERED NURSES

## Registered Nurses

Employers Responded: 17 • Employees Covered: 1,709

Registered Nurses administer nursing care to ill or injured persons. This group includes administrative, public health, industrial, private duty, and surgical nurses. Licensing or registration is required. Please do not include Nursing Instructors and Teachers.

### WAGES AND BENEFITS

	Non-union		Union	
	Range	Median	Range	Median
New hires, no prior experience	\$13.32 to \$19.00	\$16.00	\$15.21 to \$15.21	\$15.21
New to firm, experienced	\$14.50 to \$21.00	\$17.00	\$16.04 to \$21.88	\$18.11
Three years with firm	\$17.00 to \$23.50	\$18.65	\$19.76 to \$22.00	\$21.24

Some employees (24%) have union status.

Benefits (based on 17 responding employers)	Full-time	Part-time
Medical Insurance .....	100%	29%
Dental Insurance .....	100%	29%
Paid Sick Leave .....	94%	35%
Paid Vacation .....	88%	35%
Life Insurance .....	82%	18%
Retirement Plan .....	65%	24%
Vision Insurance. ....	53%	12%
Child Care .....	0%	0%

**Hours worked:** Many employees (59%) work full-time, 38 hours per week weighted average. Few employees (less than 20%) work part-time, 22 hours per week weighted average. Some employees (24%) work 17 hours per week weighted average, temporary on call.

### EMPLOYER REQUIREMENTS

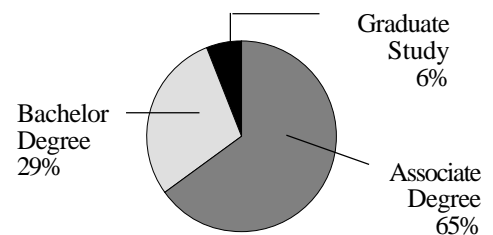
	Always	Usually	Sometimes	Never
Experience required prior to employment .....	47%	35%	12%	6%
Training as a substitute for work experience .....	6%	6%	53%	35%

**Experience:** Almost all responding employers (94%) require or prefer between 24 and 60 months of Registered Nurse related work experience.

**Training or certification prior to employment:** All responding employers require registered nurse licensing.

**Legally mandated requirements:** RN's must be licensed by the State to practice in California. The licensing requirements are the completion of a board approved professional nursing program and passing the examination given by the State Board of Registered Nursing. — *California License Handbook, 5th Edition 1997*

EDUCATION OF RECENT HIRES



**Desired computer software skills:** Many responding employers (47%) seek computer skills as follows:  
 Word Processing - 88%      Data Base - 25%      Spreadsheet - 0%      Desktop Publishing - 0%      Other - 13%  
 Other skills include basic computer skills.

## ■ EMPLOYER REQUIREMENTS (*continued*)

### Important job qualifications and skills as reported in statewide surveys:

#### Technical

Ability to complete and explain insurance forms  
 Ability to plan and organize the work of others  
 Ability to provide personal services to patients  
 Ability to administer an electro-cardiograph (EKG) test  
 Record keeping skills  
 Intensive care treatment skills  
 Ability to apply transferring techniques moving patients  
 Ability to write effectively

#### Personal or other

Willingness to work with close supervision  
 Public contact skills  
 Ability to work independently  
 Ability to work under pressure  
 Basic math skills  
 Ability to read and follow instructions  
 Ability to write legibly  
 Oral communication skills

**New skills needed over the next 3 years:** Almost all responding employers (82%) reported new skills that included learning facility's in-house computer systems, keeping up with new health care procedures and technical equipment, oximetry, Total Parenteral Nutrition (TPN), and operation of Cadd pumps.

## ■ SUPPLY AND DEMAND

### Degree of difficulty in finding qualified applicants:

	<i>Not difficult</i>	<i>A little difficult</i>	<i>Somewhat difficult</i>	<i>Very difficult</i>
Experienced:	6%	24%	53%	18%
Inexperienced:	0%	56%	22%	22%

Employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times.

#### Primary recruitment methods:

Newspaper ads .....	76%
Employee referrals .....	65%
In-house promotion or transfer .....	53%

**Hired in the past 12 months:** 225

#### Source of filled vacancies:

Promotions .....	10%
Employees leaving .....	64%
New positions .....	24%
Temporary or seasonal .....	3%

## ■ SIZE OF OCCUPATION

### EDD estimated occupation size 1997–2004:

Very large (3,060 – 3,330 employees)

### Gender ratio as reported by responding employers:

Female - 88%    Male - 12%

## ■ WHERE THE JOBS ARE

Services: Health .....	72.2%
Government .....	5.8%
Other .....	22.0%

## ■ PROJECTIONS

### Three year projections as reported by responding employers:

Grow - 29%    Remain Stable - 65%    Decline - 6%

#### EDD OCCUPATIONAL FORECAST 1997–2004

##### Projected job openings for 7-year period: 560

Due to growth - 270

Due to separations - 290

##### Projected job growth rate for 7-year period:

8.8% (Slower than average)

Average growth rate for all occupations - 16.9%

## ■ OTHER INFORMATION

### Promotional opportunities:

Most responding employers (71%) promote their employees to higher level positions.

### Ventura County employment outlook:

It is reported that the California nursing shortage has hit Ventura County hospitals. Hospitals compete for HMO referrals by keeping costs down and that leads to lower staffing levels and higher work loads. The shift to home health care has created more outside opportunities for nurses and hospitals find themselves with a dwindling pool of prospective nurses. - *Ventura County Star* 12-6-98

### Additional information:

*EDD California Occupational Guide, No. 29; U.S. Department of Labor Occupational Outlook Handbook, 2000–2001 edition, page 210.*

*See Appendix C starting on page 168 for Training Providers in this occupation.*

# Sales Representatives, Scientific and Related Products and Services - except Retail

Employers Responded: 15 • Employees Covered: 122

Sales Representatives, Scientific and Related Products and Services, sell products or services requiring scientific or similar knowledge for wholesalers or manufacturers. This knowledge is in areas such as biology engineering, chemistry, and electronics, and is normally obtained from 2 or 3 years of post secondary education or its equivalent. They sell products such as aircraft, agricultural equipment and supplies, industrial machinery, medical supplies, electronic equipment, chemicals, and precision instruments. Please do not include Sales Representatives in retail sales, or those who must have a technical background equivalent to a bachelor's degree in engineering.

## WAGES AND BENEFITS

	<i>Range</i>	<i>Median</i>
New hires, no prior experience	\$8.00 to \$17.26	\$11.00
New to firm, experienced	\$8.05 to \$26.37	\$14.38
Three years with firm	\$9.21 to \$35.96	\$20.14

**Other forms of compensation:** Almost all responding employers (80%) reported that they pay commissions, that vary, in addition to the above wages.

All responding employers reported that wages are not subject to collective bargaining or union agreements.

Benefits (based on 15 firms)	Employer Pays All Full-time	Share Cost Full-time	Employee Pays All Full-time
Medical Insurance .....	67%	33%	0%
Dental Insurance .....	53%	27%	13%
Vision Insurance .....	20%	13%	7%
Life Insurance .....	53%	27%	13%
Sick Leave .....	73%	13%	7%
Vacation .....	80%	13%	7%
Retirement Plan .....	33%	40%	13%
Child Care .....	0%	7%	0%

**Hours worked:** Almost all employees (99%) work full-time, 42 hours per week weighted average.

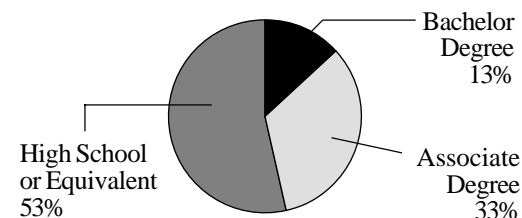
## EMPLOYER REQUIREMENTS

	<i>Required</i>	<i>Preferred</i>	<i>Not Required</i>
Experience prior to employment .....	60%	33%	7%
Technical/Vocational training prior to employment .....	0%	20%	80%

**Experience:** Related work experience, required or preferred, ranges from 12 to 36 months or an average of 21 months. Some of these employers (36%) will accept training as a substitute for experience.

**Technical/Vocational training:** Preferred training ranges from 3 to 12 months or an average of 9 months. Training includes industry-related programs, sales, and marketing.

MINIMUM LEVEL OF EDUCATION REQUIRED



**Desired computer software skills:** Almost all responding employers (87%) seek computer skills as follows:  
 Word Processing - 85%      Spreadsheet - 46%      Data Base - 54%      Desktop Publishing - 23%      Other - 23%  
 Skills include Excel, Word, and Access.

## ■ EMPLOYER REQUIREMENTS (*continued*)

### Important job qualifications and skills as reported in statewide surveys:

#### Technical

Report writing skills  
 Ability to apply sales techniques  
 Record keeping skills  
 Ability to prepare and arrange sales contracts  
 Telephone sales skills  
 Understanding of inventory techniques  
 Possession of a valid driver's license  
 Verbal presentation skills  
 Ability to perform advanced mathematical computations  
 Ability to write effectively  
 Ability to demonstrate knowledge of specific products

#### Personal or other

Possession of a reliable vehicle  
 Willingness to travel  
 Ability to work independently  
 Possession of a good DMV driving record  
 Customer service skills  
 Ability to read and follow instructions  
 Ability to write legibly

## ■ SUPPLY AND DEMAND

### Degree of difficulty in finding qualified applicants:

Experienced and inexperienced – *Very difficult*. Due to growth, employer demand is considerably greater than the supply of qualified applicants. Employers often cannot find qualified applicants when an opening exists. Qualified applicants encounter no competition in their job search.

### Primary recruitment methods:

Employee referrals .....	80%
Newspaper ads .....	67%
In-house promotion or transfer .....	47%

### Hired in the past 12 months: 36

#### Source of filled vacancies:

Promotions .....	8%
Employees leaving .....	36%
New positions .....	56%
Temporary, on call, or seasonal positions .....	0%

## ■ SIZE OF OCCUPATION

### EDD estimated occupation size 1997–2004:

Medium/Large (680 – 970 employees)

### Gender ratio as reported by responding employers:

Male - 76%    Female - 24%

## ■ WHERE THE JOBS ARE

Commercial Physical Research .....	27.9%
Drugs, Proprietarys, and Sundries .....	9.0%
Medical and Hospital Equipment .....	6.1%
Electronic Parts and Equipment .....	5.8%
Computers, Peripherals & Software .....	5.6%
Other .....	45.6%

## ■ PROJECTIONS

### Two year projections as reported by responding employers:

Grow - 80%    Remain Stable - 20%    Decline - 0%

#### EDD OCCUPATIONAL FORECAST 1997–2004

#### Projected job openings for 7-year period: 430

Due to growth - 290

Due to separations - 140

#### Projected job growth rate for 7-year period:

42.6% (Much faster than average)

Average growth rate for all occupations - 16.9%

## ■ OTHER INFORMATION

### Shifts worked:

Day - 100%    Swing - 0%    Graveyard - 0%    Other - 7%

### Promotional opportunities:

**Almost all** responding employers (80%) promote their employees to higher level positions.

### Skills important for career advancement:

Ability to use time management and contact management programs.

### Additional information:

*EDD California Occupational Guide, No. 542, 2001A, 2005A; U.S. Department of Labor Occupational Outlook Handbook, 2000–2001 edition, page 269.*

*See Appendix C starting on page 168 for Training Providers in this occupation.*



# SALESPERSONS - RETAIL

## Salespersons - Retail, except Vehicle Sales

Employers Responded: 19 • Employees Covered: 1,055

Retail Salespersons sell a variety of merchandise to the public. They assist the customer in making selections, obtain or receive the merchandise, total the bill, receive the payment in cash or by check or credit card, operate a cash register, and make change for the customer. They may stock shelves and set up advertising displays. Please do not include workers who work primarily as Cashiers.

### WAGES AND BENEFITS

	<i>Range</i>	<i>Median</i>
New hires, no prior experience	\$5.75 to \$ 8.00	\$5.90
New to firm, experienced	\$5.75 to \$ 9.00	\$6.05
Three years with firm	\$6.05 to \$10.00	\$7.50

**Other forms of compensation:** Few responding employers (less than 20%) pay commissions that vary.

All employees have non-union status.

<b>Benefits</b> (based on 15 responding employers)	<b>Full-time</b>	<b>Part-time</b>
Dental Insurance .....	100%	13%
Medical Insurance .....	100%	27%
Paid Vacation .....	100%	40%
Retirement Plan .....	93%	20%
Life Insurance .....	80%	7%
Paid Sick Leave .....	73%	40%
Vision Insurance .....	53%	13%
Child care .....	13%	7%

**Hours worked:** Many employees (52%) work part-time, 22 hours per week weighted average. Many employees (42%) work full-time, 36 hours per week weighted average.

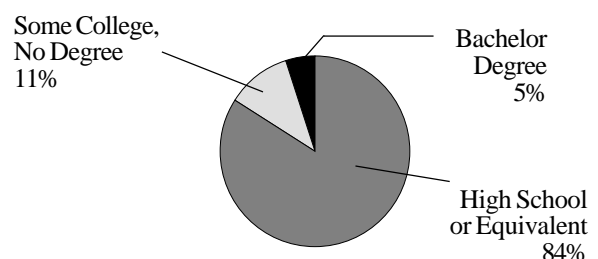
### EMPLOYER REQUIREMENTS

	<i>Always</i>	<i>Usually</i>	<i>Sometimes</i>	<i>Never</i>
Experience required prior to employment .....	0%	21%	47%	32%
Training as a substitute for work experience .....	42%	37%	21%	0%

**Experience:** Most responding employers (68%) prefer between 1 and 18 months of sales related work experience. Other experience listed by these employers includes Customer Service Representative.

**Training or certification prior to employment:**  
None reported.

EDUCATION OF RECENT HIRES



**Desired computer software skills:** Some responding employers (21%) seek computer skills as follows:  
 Word Processing - 50%      Data Base - 25%      Spreadsheet - 0%      Desktop Publishing - 0%      Other - 50%  
 Other skills include computer literacy.



## ■ EMPLOYER REQUIREMENTS (*continued*)

### Important job qualifications and skills as reported in statewide surveys:

#### Technical

Ability to apply sales techniques  
 Understanding of inventory techniques  
 Ability to make change  
 Ability to operate a cash register  
 Ability to write effectively

#### Physical

Ability to stand continuously for 2 or more hours  
 Ability to lift at least 50 lbs. repeatedly

#### Personal or other

Good grooming skills  
 Willingness to work with close supervision  
 Ability to work independently  
 Customer service skills  
 Basic math skills  
 Ability to read and follow instructions  
 Ability to write legibly  
 Oral communication skills

### New skills needed over the next 3 years:

Many responding employers (42%) reported new skills that included better customer service skills, enhanced computer skills, and ability to be flexible and versatile.

## ■ SUPPLY AND DEMAND

### Degree of difficulty in finding qualified applicants:

	<i>Not difficult</i>	<i>A little difficult</i>	<i>Somewhat difficult</i>	<i>Very difficult</i>
Experienced:	16%	26%	32%	26%
Inexperienced	47%	16%	32%	5%

Due to high turnover, employer demand is somewhat greater than the supply of *experienced* qualified applicants. Employers may have some difficulty finding qualified applicants at times. Worker supply is somewhat larger than demand for *inexperienced* applicants, and applicants may experience competition in job seeking.

### Primary recruitment methods:

Employee referrals .....	74%
Unsolicited applicants .....	74%
Newspaper ads .....	53%
Employment Development Dept. ....	42%

### Hired in the past 12 months: 414

### Source of filled vacancies:

Promotions .....	11%
Employees leaving .....	84%
New positions .....	3%
Temporary or seasonal .....	2%

## ■ SIZE OF OCCUPATION

### EDD estimated occupation size 1997–2004:

Very large (8,060 – 9,210 employees)

### Gender ratio as reported by responding employers:

Female - 61 %    Male - 39 %

## ■ WHERE THE JOBS ARE

Trade: Retail .....	80.7%
Other .....	19.3%

## ■ PROJECTIONS

### Three year projections as reported by responding employers:

Grow - 47%    Remain Stable - 53%    Decline - 0%

### EDD OCCUPATIONAL FORECAST 1997–2004

#### Projected job openings for 7-year period: 3,200

Due to growth - 1,150

Due to separations - 2,050

#### Projected job growth rate for 7-year period:

14.3% (Slower than average)

Average growth rate for all occupations - 16.9%

## ■ OTHER INFORMATION

### Promotional opportunities:

All responding employers promote their employees to higher level positions.

### Additional information:

*EDD California Occupational Guide, No. 536; U.S. Department of Labor Occupational Outlook Handbook, 2000–2001 edition, page 274.*

*See Appendix C starting on page 168 for Training Providers in this occupation.*

# SECRETARIES

## Secretaries, except Legal and Medical

Employers Responded: 15 • Employees Covered: 115

Secretaries, except Legal and Medical, relieve officials of clerical work and minor administrative and business detail by scheduling appointments, giving information to callers, taking dictation, composing and typing routine correspondence, reading and routing incoming mail, and filing correspondence and other records. They may perform various other assigned clerical duties. Please do not include Medical and Legal Secretaries.

### WAGES AND BENEFITS

	Union		Non-union	
	Range	Median	Range	Median
New hires, no prior experience	\$10.78 to \$11.52	\$11.06	\$ 6.50 to \$10.93	\$ 8.00
New to firm, experienced	\$10.96 to \$12.32	\$11.86	\$ 8.46 to \$12.00	\$ 9.00
Three years with firm	\$12.04 to \$18.61	\$13.17	\$11.00 to \$18.00	\$12.50

**Almost all** employees (84%) have union status.

Benefits (based on 14 responding employers)	Full-time	Part-time
Medical Insurance .....	100% .....	14% .....
Dental Insurance .....	93% .....	14% .....
Paid Vacation .....	93% .....	21% .....
Vision Insurance .....	86% .....	14% .....
Paid Sick Leave .....	86% .....	21% .....
Life Insurance .....	71% .....	7% .....
Retirement Plan .....	71% .....	14% .....
Child Care .....	7% .....	0% .....

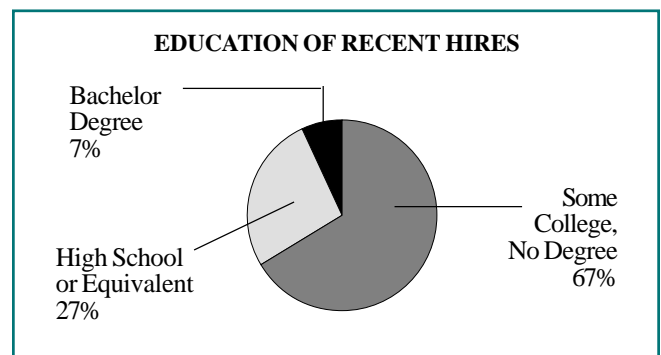
**Hours worked:** **Almost all** employees (86%) work full-time, 40 hours per week weighted average. **Few** employees (less than 20%) work part-time, 27 hours per week weighted average, or temporary on call, 40 hours per week weighted average.

### EMPLOYER REQUIREMENTS

	Always	Usually	Sometimes	Never
Experience required prior to employment .....	47% .....	33% .....	13% .....	7% .....
Training as a substitute for work experience .....	0% .....	0% .....	67% .....	33% .....

**Experience:** **Almost all** responding employers (93%) require or prefer between 6 and 36 months of Secretary related work experience. Other experience listed by these employers includes general office.

**Training or certification prior to employment:** **Some** responding employers (27%) require between 1 and 24 months of training or certification that includes WPM typing certificate, business classes, and office clerk certificate.



**Desired computer software skills:** **All** responding employers seek computer skills as follows:  
 Word Processing - 100%    Spreadsheet - 60%    Data Base - 40%    Desktop Publishing - 33%    Other - 13%  
 Other skills include upgraded programs and Microsoft scheduling.

## ■ EMPLOYER REQUIREMENTS (*continued*)

### Important job qualifications and skills as reported in statewide surveys:

#### Technical

Alphabetic and numeric filing skills  
 Proofreading skills  
 Knowledge of microcomputer hardware and operating systems  
 Ability to operate a transcribing machine  
 Ability to follow billing procedures  
 Ability to use spreadsheet software  
 Ability to use word processing software  
 English grammar, spelling, and punctuation skills  
 Telephone answering skills  
 Ability to write effectively  
 Ability to maintain an appointment calendar  
 Ability to take dictation at 100 wpm or more  
 Ability to type at least 60 wpm

#### Personal or other

Willingness to work with close supervision  
 Ability to work independently  
 Basic math skills  
 Ability to read and follow instructions  
 Ability to write legibly  
 Oral communication skills

### New skills needed over the next 3 years:

**Most** responding employers (60%) reported new skills that included keeping current with upgraded software, computer technology, the Internet, and electronic filing.

## ■ SUPPLY AND DEMAND

### Degree of difficulty in finding qualified applicants:

	<i>Not difficult</i>	<i>A little difficult</i>	<i>Somewhat difficult</i>	<i>Very difficult</i>
Experienced:	27%	47%	13%	13%
Inexperienced:	33%	33%	11%	22%

Worker supply is somewhat larger than demand for qualified applicants, and applicants may experience competition in job seeking.

### Primary recruitment methods:

Newspaper ads .....	93%
In-house promotion or transfer .....	80%
Employee referrals .....	60%

### Hired in the past 12 months: 23

#### Source of filled vacancies:

Promotions .....	35%
Employees leaving .....	52%
New positions .....	4%
Temporary or seasonal .....	9%

## ■ SIZE OF OCCUPATION

### EDD estimated occupation size 1997–2004:

Very large (4,550 – 4,770 employees)

### Gender ratio as reported by responding employers:

Female - 97%    Male - 3%

## ■ WHERE THE JOBS ARE

Help Supply Services .....	12.4%
Other services .....	19.3%
Elementary and Secondary Schools .....	10.0%
Government .....	9.0%
Other .....	49.3%

## ■ PROJECTIONS

### Three year projections as reported by responding employers:

Grow - 20%    Remain Stable - 80%    Decline - 0%

#### EDD OCCUPATIONAL FORECAST 1997–2004

#### Projected job openings for 7-year period: 770

Due to growth - 220

Due to separations - 550

#### Projected job growth rate for 7-year period:

4.8% (Slower than average)

Average growth rate for all occupations - 16.9%

## ■ OTHER INFORMATION

### Promotional opportunities:

**Most** responding employers (67%) promote their employees to higher level positions.

### Additional information:

*EDD California Occupational Guide, No. 128; U.S. Department of Labor Occupational Outlook Handbook, 2000–2001 edition, page 324.*

*See Appendix C starting on page 168 for Training Providers in this occupation.*

# SOCIAL WORKERS

## Social Workers - except Medical and Psychiatric

Employers Responded: 16 • Employees Covered: 306

Social Workers, Except Medical and Psychiatric, counsel and aid individuals and families requiring social service assistance. Please include Community Organization Social Workers who plan, organize and work with community groups to solve problems. Please do not include workers who are primarily Medical, Psychiatric, or Chemical Dependency Social Workers.\*

### WAGES AND BENEFITS

	<i>Range</i>	<i>Median</i>
New hires, no prior experience	\$9.99 to \$16.78	\$15.00
New to firm, experienced	\$8.00 to \$21.37	\$13.48
Three years with firm	\$8.00 to \$25.10	\$16.76

**Other forms of compensation:** Employers that pay at the lower end of the wage range also pay a percentage of gross. **Few** responding employers (less than 20%) reported that wages are subject to collective bargaining or union agreements.

Benefits (based on 16 firms)	Employer Pays All Full-time	Share Cost Full-time	Employee Pays All Full-time
Medical Insurance .....	56%	38%	6%
Dental Insurance .....	50%	38%	6%
Vision Insurance .....	50%	25%	0%
Life Insurance .....	50%	19%	6%
Sick Leave .....	88%	0%	0%
Vacation .....	88%	0%	0%
Retirement Plan .....	31%	25%	13%
Child Care .....	6%	6%	6%

**Hours worked:** Almost all employees (92%) work full-time, 40 hours per week weighted average.

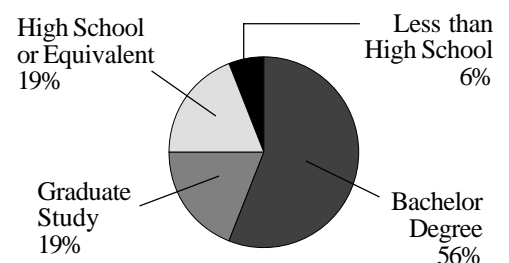
### EMPLOYER REQUIREMENTS

	<i>Required</i>	<i>Preferred</i>	<i>Not Required</i>
Experience prior to employment .....	81%	13%	6%
Technical/Vocational training prior to employment .....	25%	0%	75%

**Experience:** Related work experience, required or preferred, ranges from 6 to 24 months or an average of 14 months. **Few** employers with minimum education requirements required 60 months of experience. **Some** of these employers (33%) will accept training as a substitute for experience.

**Technical/Vocational training:** Required training ranges from 12 to 48 months or an average of 24 months. Training includes postgraduate work and a master's program for registration or licensing. **Some** responding employers (31%) require a bachelor or master degree in social work, psychology or sociology, which is included in Minimum Level of Education Required.

#### MINIMUM LEVEL OF EDUCATION REQUIRED



**Legally mandated requirements:** The Board of Behavioral Science Examiners requires registration for "Clinical Social Worker Associate" and "Counselor Intern, Marriage, Family, and Child" (associates and interns obtaining experience to qualify for licensure). Licensing is required for "Clinical Social Worker" and "Counselor, Marriage, Family, and Child". Requirements are a master's degree from an accredited school with specific course work and supervised postgraduate experience. See noted reference for specific requirements. — *California License Handbook, 5th Edition 1997, page 38 and 39*

**Desired computer software skills:** Most responding employers ( 75 %) seek computer skills as follows:

Word Processing - 100 %    Spreadsheet - 25 %    Data Base - 25 %    Desktop Publishing - 25 %    Other - 0%

## ■ EMPLOYER REQUIREMENTS (*continued*)

### Important job qualifications and skills as reported in statewide surveys:

#### Technical

Understanding of court proceedings  
Record keeping skills  
Knowledge of veterans' services  
Knowledge of protective services for children and adults  
Knowledge of family social work  
Vocational counseling skills  
Ability to interview others for information  
Possession of a valid driver's license  
Ability to write effectively

#### Personal or other

Understanding variety of cultures  
Leadership skills  
Ability to handle crisis situations  
Possession of a clean police record  
Willingness to work with close supervision  
Ability to apply complex rules and regulations  
Ability to work independently

#### Basic

Basic math skills  
Ability to read and follow instructions  
Ability to write legibly  
Oral communication skills

## ■ SUPPLY AND DEMAND

### Degree of difficulty in finding qualified applicants:

Experienced and inexperienced – *Very difficult*. Demand is considerably greater than the supply of qualified applicants. Employers often cannot find qualified applicants when an opening exists. Qualified applicants encounter no competition in their job search.

### Primary recruitment methods:

Newspaper ads .....	63%
Colleges/Universities .....	56%
Employee referrals .....	56%
In-house promotion or transfer .....	25%
Internet .....	25%

### Hired in the past 12 months: 110

### Source of filled vacancies:

Promotions .....	11%
Employees leaving .....	49%
New positions .....	40%
Temporary, on call, or seasonal positions .....	0%

## ■ SIZE OF OCCUPATION

### EDD estimated occupation size 1997–2004:

Medium (500 – 540 employees)

### Gender ratio as reported by responding employers:

Female - 83%    Male - 17%

## ■ WHERE THE JOBS ARE

Local Government .....	49.4%
State Government .....	11.5%
Individual and Family Service .....	8.8%
Child Day Care Service .....	5.5%
Other .....	24.8%

## ■ PROJECTIONS

### Two year projections as reported by responding employers:

Grow - 38%    Remain Stable - 63%    Decline - 0%

### EDD OCCUPATIONAL FORECAST 1997–2004

#### Projected job openings for 7-year period: 90

Due to growth - 40

Due to separations - 50

#### Projected job growth rate for 7-year period:

8% (Slower than average)

Average growth rate for all occupations - 16.9%

## ■ OTHER INFORMATION

### Shifts worked:

Day - 94%    Swing - 6%    Graveyard - 6%    Other - 13%

### Promotional opportunities:

**Most** responding employers (69%) promote their employees to higher level positions.

### Skills important for career advancement:

Ability to supervise, case management skills, and continuing education.

### Additional information:

*EDD California Occupational Guide, No. 122; U.S. Department of Labor Occupational Outlook Handbook, 2000–2001 edition, page 161.*

\*Firms contacted during the survey process had employees that fit the OES description of Social Workers. However, because of the wide range of salaries and education requirements, it was determined that some of these employees were Human Service Workers, OES 273080. Every effort was made to distinguish between these two occupations and use only the responses that fit the description and requirements outlined in the above guides.

*See Appendix C starting on page 168 for Training Providers in this occupation.*

# Stock Clerks – Sales Floor –

Employers Responded: 16 • Employees Covered: 192

Sales Floor Stock Clerks receive, store, and issue merchandise on the sales floor, stock shelves, racks, cases, bins, and tables with merchandise, arrange displays of items to attract customers, and may periodically take physical count of stock or check and mark merchandise.

## WAGES AND BENEFITS

	<i>Range</i>	<i>Median</i>
New hires, no prior experience	\$5.75 to \$ 8.00	\$ 6.75
New to firm, experienced	\$6.00 to \$11.00	\$ 7.50
Three years with firm	\$7.25 to \$15.42	\$ 9.00

**Few** responding employers (less than 20%) reported that wages are subject to collective bargaining or union agreements.

Benefits (based on 16 firms)	Employer Pays All		Share Cost		Employee Pays All	
	FT	PT	FT	PT	FT	PT
Medical Insurance .....	19%	0%	75%	31%	0%	0%
Dental Insurance .....	13%	0%	75%	31%	0%	0%
Vision Insurance .....	13%	0%	63%	31%	0%	0%
Life Insurance .....	25%	0%	50%	31%	6%	0%
Sick Leave .....	44%	19%	31%	13%	0%	0%
Vacation .....	63%	31%	31%	13%	0%	0%
Retirement Plan .....	13%	6%	63%	31%	0%	0%
Child Care .....	0%	0%	6%	13%	0%	0%

**Hours worked:** **Most** employees (62%) work part-time, 25 hours per week weighted average. **Some** employees (38%) work full-time, 39 hours per week weighted average.

## EMPLOYER REQUIREMENTS

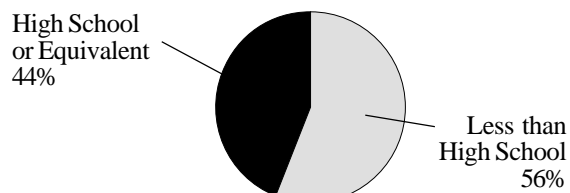
	<i>Required</i>	<i>Preferred</i>	<i>Not Required</i>
Experience prior to employment .....	0%	19%	81%
Technical/Vocational training prior to employment .....	0%	0%	100%

**Experience:** Preferred experience in this occupation ranges from 3 to 6 months or an average of 5 months.

**Technical/Vocational training:** None required.

**Desired computer software skills:** None required.

MINIMUM LEVEL OF EDUCATION REQUIRED





## ■ EMPLOYER REQUIREMENTS (*continued*)

### Important job qualifications and skills as reported by employers:

#### Technical

Ability to load and unload freight by hand  
Bondable  
Understanding of inventory control systems

#### Physical

Ability to climb ladders  
Ability to lift at least 50 lbs. repeatedly  
Ability to stand continuously for prolonged periods of time  
Manual dexterity  
Physical stamina

#### Personal or other

Ability to follow oral instructions  
Ability to follow safe work practices  
Ability to read and follow instructions  
Ability to work independently  
Ability to write legibly  
Basic math skills  
Customer service skills  
Willingness to work with close supervision

## ■ SUPPLY AND DEMAND

### Degree of difficulty in finding qualified applicants:

Inexperienced – *Moderately difficult*. Due to turnover, demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times. Qualified applicants encounter little competition in their job search.

### Primary recruitment methods:

Walk-in applicants ..... 88%  
Employee referrals ..... 69%  
Other (word of mouth, Job Fairs, posted signs) ... 50%

### Hired in the past 12 months: 87

### Source of filled vacancies:

Promotions ..... 8%  
Employees leaving ..... 68%  
New positions ..... 24%  
Temporary, on call, or seasonal positions ..... 0%

## ■ SIZE OF OCCUPATION

### EDD estimated occupation size 1997–2004:

Large (3,130 – 3,130 employees)

### Gender ratio as reported by responding employers:

Male - 64%    Female - 36%

## WHERE THE JOBS ARE

Grocery Stores ..... 36.8%  
Department Stores ..... 26.3%  
Retail Stores, not elsewhere classified ..... 4.8%  
Drug Stores and Proprietary Stores ..... 4.1%  
Other ..... 28.0%

## ■ PROJECTIONS

### Two year projections as reported by responding employers:

Grow - 69%    Remain Stable - 31%    Decline - 0%

### EDD OCCUPATIONAL FORECAST 1997–2004

#### Projected job openings for 7-year period: 310

Due to growth - 0

Due to separations - 310

#### Projected job growth rate for 7-year period:

0% (Remain stable)

Average growth rate for all occupations - 16.9%

## ■ OTHER INFORMATION

### Shifts worked:

Day - 94%    Swing - 63%    Graveyard - 19%    Other - 6%

### Promotional opportunities:

**Almost all** responding employers (88%) promote their employees to higher level positions.

### Skills important for career advancement:

Supervisory and management skills, knowledge of product, and initiative.

### Additional information:

*EDD California Occupational Guide, No. 74; U.S. Department of Labor Occupational Outlook Handbook 155, 2000–2001 edition, page 310.*

*See Appendix C starting on page 168 for Training Providers in this occupation.*

# SYSTEMS ANALYSTS

## Systems Analysts - Electronic Data Processing

Employers Responded: 16 • Employees Covered: 160

Systems Analysts, Electronic Data Processing, analyze business, scientific, and technical problems for application to electronic data processing systems. Please do not include persons working primarily as engineers, mathematicians, programmers, or scientists.

### WAGES AND BENEFITS

	<i>Range</i>	<i>Median</i>
New hires, no prior experience	\$16.78 to \$18.70	\$17.74
New to firm, experienced	\$13.64 to \$26.85	\$21.34
Three years with firm	\$17.05 to \$33.56	\$26.70

Few responding employers (less than 20%) reported that wages are subject to collective bargaining or union agreements.

Benefits (based on 16 firms)	Employer Pays All Full-time	Share Cost Full-time	Employee Pays All Full-time
Medical Insurance .....	50%	44%	0%
Dental Insurance .....	44%	44%	6%
Vision Insurance .....	38%	31%	13%
Life Insurance .....	44%	25%	6%
Sick Leave .....	88%	0%	0%
Vacation .....	100%	0%	0%
Retirement Plan .....	25%	63%	6%
Child Care .....	0%	0%	13%

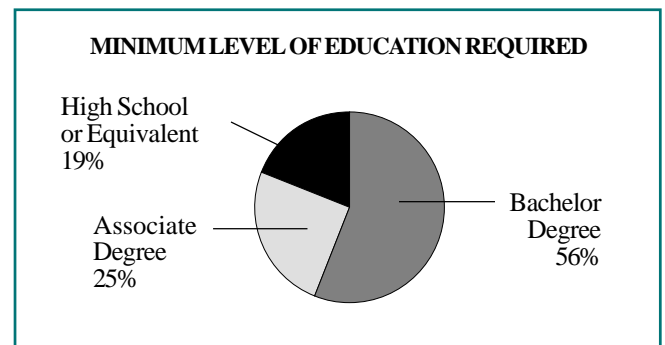
**Hours worked:** Almost all employees (99%) work full-time, 40 hours per week weighted average.

### EMPLOYER REQUIREMENTS

	<i>Required</i>	<i>Preferred</i>	<i>Not Required</i>
Experience prior to employment .....	88%	13%	0%
Technical/Vocational training prior to employment .....	25%	13%	63%

**Experience:** Related work experience, required or preferred, ranges from 12 to 60 months or an average of 32 months. Some of these employers (31%) will accept training as a substitute for experience.

**Technical/Vocational training:** Required or preferred training ranges from 12 to 48 months or an average of 24 months. Training includes computer science, computer information systems, application analysis, and other computer related courses.



**Desired computer software skills:** All responding employers (100%) seek computer skills as follows:  
 Word Processing - 100 %    Spreadsheet - 94 %    Data Base - 100%    Desktop Publishing - 44 %    Other - 100%  
 Skills include Windows NT, Word, E-mail, Excel, Access, PowerPoint, Windows 95/98, HTML, C++, Internet, Java, MS-DOS, UNIX, Oracle, C, Novell, Adobe PageMaker, Adobe PhotoShop, Adobe Illustrator, d-Base, Publisher, Visual Fox Pro, Filemaker Pro, Fortran, Fox Pro, Windows for Workgroups, COBOL, Linux, PC Anywhere, WordPerfect, Corel Draw, Lotus, Pascal, and Quickbooks.

## ■ EMPLOYER REQUIREMENTS *(continued)*

### Important job qualifications and skills as reported statewide surveys:

#### Technical

Knowledge of algebra  
 Ability to prepare flow-charts  
 Ability to use COBOL  
 Knowledge of mainframe hardware and operating systems  
 Knowledge of microcomputer hardware and operating systems  
 Knowledge of minicomputer hardware and operating systems  
 Ability to use C programming language  
 Knowledge of UNIX  
 Ability to use database software  
 Ability to use business applications software  
 Ability to use scientific applications software  
 Ability to use engineering applications software  
 Understanding of wide area networks  
 Ability to set-up and maintain multi-user systems  
 Understanding of local area networks (LAN)  
 Ability to write effectively

#### Personal or other

Willingness to work with close supervision  
 Ability to work independently  
 Customer service skills  
 Ability to read and follow instructions  
 Ability to write legibly  
 Oral communications skills

## ■ SUPPLY AND DEMAND

### Degree of difficulty in finding qualified applicants:

Experienced and inexperienced – *Moderately difficult*. Demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times. Qualified applicants encounter little competition in their job search.

### Primary recruitment methods:

Internet ..... 75%  
 Newspaper ads ..... 56%  
 Employee referrals ..... 44%

### Hired in the past 12 months: 10

#### Source of filled vacancies:

Promotions ..... 10%  
 Employees leaving ..... 30%  
 New positions ..... 60%  
 Temporary, on call, or seasonal positions ..... 0%

## ■ SIZE OF OCCUPATION

### EDD estimated occupation size 1997–2004:

Medium/Large (710 – 1,010 employees)

### Gender ratio as reported by responding employers:

Female - 51%    Male - 49%

## ■ WHERE THE JOBS ARE

Federal Government ..... 27.5%  
 Telephone Communications, Except Radio ..... 17.4%  
 Commercial Physical Research ..... 5.1%  
 Other ..... 50.0%

## ■ PROJECTIONS

### Two year projections as reported by responding employers:

Grow - 63%    Remain Stable - 31%    Decline - 6%

#### EDD OCCUPATIONAL FORECAST 1997–2004

##### Projected job openings for 7-year period: 340

Due to growth - 300

Due to separations - 40

##### Projected job growth rate for 7-year period:

42.3% (Much faster than average)

Average growth rate for all occupations - 16.9%

## ■ OTHER INFORMATION

### Shifts worked:

Day - 100%    Swing - 0%    Graveyard - 0%    Other - 0%

### Promotional opportunities:

**Almost all** responding employers (81%) promote their employees to higher level positions.

### Skills important for career advancement:

Management skills and ability to develop higher level skills through continued education.

### Additional information:

*EDD California Occupational Guide, No. 541, 2004C; U.S. Department of Labor Occupational Outlook Handbook, 2000–2001 edition, page 109.*

*See Appendix C starting on page 168 for Training Providers in this occupation.*

# TEACHERS, PRESCHOOL

## Teachers, Preschool

Employers Responded: 18 • Employees Covered: 230

Preschool Teachers instruct children (normally up to 5 years of age) in activities designed to promote social, physical, and intellectual growth needed for primary school in preschool, day care center, or other child development facility. May be required to hold State certification.

### WAGES AND BENEFITS

	<i>Range</i>	<i>Median</i>
New hires, no prior experience	\$7.00 to \$12.00	\$ 8.00
New to firm, experienced	\$7.50 to \$13.70	\$10.00
Three years with firm	\$8.00 to \$16.07	\$12.10

**Few** responding employers (less than 20%) reported that wages are subject to collective bargaining or union agreements.

Benefits (based on 18 firms)	Employer Pays All Full-time	Share Cost Full-time	Employee Pays All Full-time
Medical Insurance .....	22%	67%	0%
Dental Insurance .....	17%	50%	6%
Vision Insurance .....	17%	22%	11%
Life Insurance .....	28%	28%	6%
Sick Leave .....	67%	6%	0%
Vacation .....	72%	6%	0%
Retirement Plan .....	11%	39%	6%
Child Care .....	6%	56%	0%

**Hours worked:** **Almost all** employees (80%) work full-time, 38 hours per week weighted average.

### EMPLOYER REQUIREMENTS

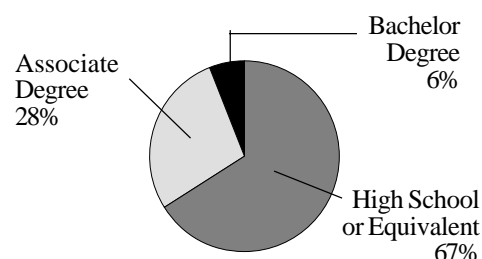
	<i>Required</i>	<i>Preferred</i>	<i>Not Required</i>
Experience prior to employment .....	61%	39%	0%
Technical/Vocational training prior to employment .....	100%	0%	0%

**Experience:** Required or preferred experience in this occupation ranges from 6 to 24 months or an average of 12 months. Other acceptable experience listed by responding employers includes child care worker or teacher's aide. **Some** of these employers (33%) will accept training as a substitute for experience.

**Technical/Vocational training:** Required training ranges from 6 to 24 months or an average of 15 months. Training includes Early Childhood Education units.

**Legally mandated requirements:** Preschool teachers employed in the *public* school system must possess one of three instructional permits issued by the Commission on Teacher Credentialing. See *Occupational Outlook Guide, No. 275, for details.*

MINIMUM LEVEL OF EDUCATION REQUIRED



**Desired computer software skills:** **Few** responding employers (less than 20%) seek computer skills as follows:  
 Word Processing - 100%      Spreadsheet - 0%      Data Base - 0%      Desktop Publishing - 0%      Other - 0%

## ■ EMPLOYER REQUIREMENTS (*continued*)

### Important job qualifications and skills as reported by employers:

#### Technical

Oral reading skills  
 Artistic skills  
 Musical skills  
 Basic math skills  
 Ability to apply principles of recreation  
 Classroom management skills  
 Record keeping skills  
 Ability to write effectively  
 Problem solving skills  
 Social perceptiveness skills  
 Ability to administer first aid  
 Possession of Early Childhood Development Certificate

#### Personal or other

Understanding a variety of cultures  
 Possession of a clean police record  
 Oral communication skills  
 Ability to work independently  
 Willingness to work with close supervision  
 Ability to manage unexpected situations  
 Ability to work under pressure  
 Ability to exercise patience

## ■ SUPPLY AND DEMAND

### Degree of difficulty in finding qualified applicants:

Experienced – *Very difficult*. Due to new positions and turnover, demand is considerably greater than the supply of qualified applicants. Employers often cannot find qualified applicants when an opening exists. Qualified applicants encounter no competition in their job search.

Inexperienced – *Moderately difficult*. Demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times. Qualified applicants encounter little competition in their job search.

### Primary recruitment methods:

Newspaper ads ..... 72%  
 Employee referrals ..... 61%  
 Colleges/Universities ..... 56%

### Hired in the past 12 months: 67

### Source of filled vacancies:

Promotions ..... 13%  
 Employees leaving ..... 36%  
 New positions ..... 51%  
 Temporary, on call, or seasonal positions ..... 0%

## ■ SIZE OF OCCUPATION

### EDD estimated occupation size 1997–2004:

Medium (520 – 660 employees)

### Gender ratio as reported by responding employers:

Female - 97%    Male - 3%

## ■ WHERE THE JOBS ARE

Child Day Care Services ..... 66.4%  
 Elementary and Secondary Schools ..... 21.8%  
 Other ..... 11.8%

## ■ PROJECTIONS

### Two year projections as reported by responding employers:

Grow - 50%    Remain Stable - 50%    Decline - 0%

### EDD OCCUPATIONAL FORECAST 1997–2004

#### Projected job openings for 7-year period: 210

Due to growth - 140

Due to separations - 70

#### Projected job growth rate for 7-year period:

26.9% (Much faster than average)

Average growth rate for all occupations - 16.9%

## ■ OTHER INFORMATION

### Shifts worked:

Day - 100%    Swing - 0%    Graveyard - 0%    Other - 0%

### Promotional opportunities:

**Almost all** responding employers (89%) promote their employees to higher level positions.

### Skills important for career advancement:

Administrative skills, management or supervisory skills, possession of a teaching credential, and computer skills.

### Additional information:

*EDD California Occupational Guide, No. 275; U.S. Department of Labor Occupational Outlook Handbook 155, 2000–2001 edition, page 353.*

*See Appendix C starting on page 168 for Training Providers in this occupation.*



# Teachers - Secondary School

Employers Responded: 16 • Employees Covered: 1,987

Secondary School Teachers instruct students in public or private high schools in one or more subjects, such as English, mathematics, or social studies. Please include vocational high school teachers. Please do not include special education teachers who teach only students with disabilities.

## WAGES AND BENEFITS

	Non-Union		Subject to Collective Bargaining or Union Agreements	
	Range	Median	Range	Median
New hires, no prior experience	\$ 9.59 to \$13.70	\$11.03	\$15.00 to \$18.80	\$15.51
New to firm, experienced	\$10.55 to \$14.51	\$11.75	\$15.34 to \$20.27	\$18.06
Three years with firm	\$11.20 to \$15.74	\$13.43	\$16.14 to \$24.23	\$19.62

**Note:** All responding employers reported yearly salaries that have been converted to an hourly wage, based on a 52-week year. Many of these employees do not work a 52-week year. This should be taken into consideration when comparing the hourly wage. **Many** responding employers (50%) reported that wages are subject to collective bargaining or union agreements.

Benefits (based on 16 firms)	Employer Pays All Full-time	Share Cost Full-time	Employee Pays All Full-time
Medical Insurance .....	69%	25%	0%
Dental Insurance .....	63%	31%	0%
Vision Insurance .....	63%	25%	0%
Life Insurance .....	31%	0%	6%
Sick Leave .....	94%	6%	0%
Vacation .....	19%	6%	6%
Retirement Plan .....	44%	38%	6%
Child Care .....	6%	6%	6%

**Hours worked:** Almost all employees (95%) work full-time, 37 hours per week weighted average.

## EMPLOYER REQUIREMENTS

	Required	Preferred	Not Required
Experience prior to employment .....	6%	56%	38%
Technical/Vocational training prior to employment .....	0%	6%	94%

**Experience:** Related work experience, required or preferred, ranges from 6 to 24 months or an average of 12 months. **Many** of these employers (50%) will accept training as a substitute for experience.

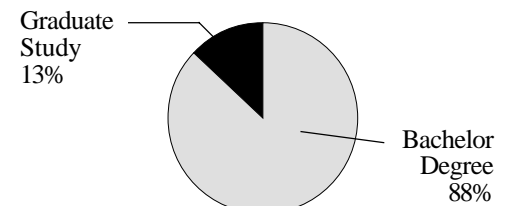
**Few** responding employers require training. All responding employers require a bachelor's or master's degree in education, which is included in Minimum Level of Education Required.

**Legally mandated requirements:** The Commission on Teacher Credentialing establishes the requirements for a Preliminary and Professional credential to teach in California public classrooms. Secondary School Teachers need a separate Single Subject Credential for each subject they teach. Students who complete their bachelor's degree, but do not complete the additional fifth year for a "professional clear credential" get a "preliminary credential", valid for one to five years. Preliminary credentialing requires California Basic Educational Skills Test (CBEST) and National Teachers' Examination PRAXIS (subject matter competence). — *California Occupational Guide, No. 57; California License Handbook, 5th Edition 1997, page 238*

**Desired computer software skills:** Most responding employers (63%) seek computer skills as follows:

Word Processing - 90%      Spreadsheet - 30%      Data Base - 20%      Desktop Publishing - 10%      Other - 10%

### MINIMUM LEVEL OF EDUCATION REQUIRED





## ■ EMPLOYER REQUIREMENTS *(continued)*

### Important job qualifications and skills as reported in statewide surveys:

#### Technical

Audiovisual teaching skills  
 Supervisory skills  
 Classroom management skills  
 Record keeping skills  
 Ability to administer emergency first aid  
 Possession of a state teachers' certificate  
 Ability to perform advanced mathematical computations  
 Ability to write effectively  
 Problem solving skills

#### Personal or others

Understanding of a variety of cultures  
 Possession of a clean police record  
 Willingness to work with close supervision  
 Public contact skills  
 Ability to work independently  
 Ability to work under pressure  
 Ability to exercise patience  
 Basic math skills  
 Ability to read and follow instructions  
 Ability to write legibly  
 Oral communication skills

## ■ SUPPLY AND DEMAND

### Degree of difficulty in finding qualified applicants:

Experience – *Very difficult*. Due to growth, employer demand is considerably greater than the supply of qualified applicants. Employers often cannot find qualified applicants when an opening exists. Qualified applicants encounter no competition in their job search.

Inexperienced – *Moderately difficult*. Demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times. Qualified applicants encounter little competition in their job search.

Class-size reduction in selected ninth-grade classes, and the replacement of retiring teachers, has created a high demand for Secondary School Teachers.

### Primary recruitment methods:

Colleges/Universities .....	75%
Employee referrals .....	50%
Newspaper ads .....	50%
Walk-in applicants .....	38%

**Hired in the past 12 months:** 297

### Source of filled vacancies:

Promotions .....	26%
Employees leaving .....	33%
New positions .....	38%
Temporary, on call, or seasonal positions .....	3%

## ■ SIZE OF OCCUPATION

### EDD estimated occupation size 1997–2004:

Very large (2,390 – 3,120 employees)

### Gender ratio as reported by responding employers:

Female - 54%    Male - 46%

## ■ WHERE THE JOBS ARE

Elementary and Secondary Schools ..... 100%

## ■ PROJECTIONS

### Two year projections as reported by responding employers:

Grow - 50%    Remain Stable - 44%    Decline - 6%

### EDD OCCUPATIONAL FORECAST 1997–2004

#### Projected job openings for 7-year period: 1,280

Due to growth - 730

Due to separations - 550

#### Projected job growth rate for 7-year period:

30.5% (Much faster than average)

Average growth rate for all occupations - 16.9%

## ■ OTHER INFORMATION

### Shifts worked:

Day - 100%    Swing - 0%    Graveyard - 0%    Other - 0%

### Promotional opportunities:

Almost all responding employers (81%) promote their employees to higher level positions.

### Skills important for career advancement:

Continuing education and advanced study for professional education.

### Additional information:

*EDD California Occupational Guide, No. 57; U.S. Department of Labor Occupational Outlook Handbook, 2000–2001 edition, page 183.*

*See Appendix C starting on page 168 for Training Providers in this occupation.*

# TEACHERS - SPECIAL EDUCATION

Employers Responded: 19 • Employees Covered: 531

Special Education Teachers teach elementary and secondary school subjects to educationally and physically handicapped students. Please include teachers who specialize and work with audibly and visually handicapped students and those who teach basic academic and life processes skills to the mentally retarded.

## WAGES AND BENEFITS

	Subject to Collective Bargaining or Union Agreements		Non-Union	
	Range	Median	Range	Median
New hires, no prior experience	\$12.61 to \$19.42	\$15.27	\$15.25 to \$15.25	\$15.25
New to firm, experienced	\$13.24 to \$20.27	\$15.65	\$11.50 to \$16.78	\$15.86
Three years with firm	\$14.41 to \$26.68	\$19.03	\$15.00 to \$19.18	\$17.32

**Note:** **Almost all** responding employers (95%) reported yearly salaries that have been converted to an hourly wage, based on a 52-week year. Not all of these employees work a 52-week year. This should be taken into consideration when comparing the hourly wage.

**Almost all** responding employers (84%) reported that wages are subject to collective bargaining or union agreements.

Benefits (based on 19 firms)	Employer Pays All Full-time	Share Cost Full-time	Employee Pays All Full-time
Medical Insurance .....	89%	0%	0%
Dental Insurance .....	84%	0%	0%
Vision Insurance .....	84%	0%	0%
Life Insurance .....	37%	0%	11%
Sick Leave .....	84%	0%	0%
Vacation .....	11%	0%	5%
Retirement Plan .....	32%	53%	0%
Child Care .....	0%	5%	5%

**Hours worked:** **Almost all** employees (91%) work full-time, 38 hours per week weighted average.

## EMPLOYER REQUIREMENTS

	Required	Preferred	Not Required
Experience prior to employment .....	21%	68%	11%
Technical/Vocational training prior to employment .....	0%	0%	100%

**Experience:** Related work experience, required or preferred, ranges from 6 to 36 months or an average of 16 months. Other acceptable experience listed by responding employers includes Special Education Paraeducator and other credentialed teaching. **Some** of these employers (29%) will accept training as a substitute for experience.

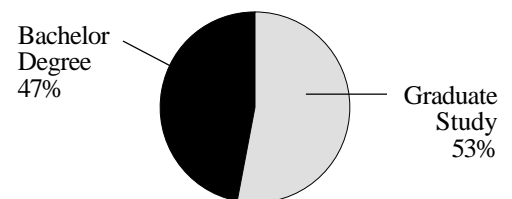
**Technical/Vocational training:** Not required. **All** responding employers require a bachelor's or master's degree, which is included in Minimum Level of Education Required.

**Legally mandated requirements:** The Commission on Teacher Credentialing establishes the requirements for a credential to teach special education in California public schools. Requirements are a bachelor's degree; prerequisite regular teaching credential; and Special Education Teacher preparation program, including student teaching. *California Occupational Guide, No. 110; California License Handbook, 5th Edition 1997, page 238.*

**Desired computer software skills:** **Most** responding employers (63%) seek computer skills as follows:

Word Processing - 92%      Spreadsheet - 17%      Data Base - 33%      Desktop Publishing - 8%      Other - 17%

### MINIMUM LEVEL OF EDUCATION REQUIRED



## ■ EMPLOYER REQUIREMENTS (*continued*)

### Important job qualifications and skills as reported in statewide surveys:

#### Technical

Sign language skill  
 Ability to read braille  
 Ability to read lips  
 Ability to teach physical education  
 Ability to use computers as a teaching tool  
 Classroom management skills  
 Ability to plan and organize training programs  
 Ability to write effectively

#### Personal or other

Ability to handle crisis situations  
 Willingness to travel  
 Imagination and creativity  
 Ability to work independently  
 Ability to maintain classroom discipline  
 Ability to exercise patience  
 Basic math skills  
 Ability to write legibly  
 Oral communication skills

## ■ SUPPLY AND DEMAND

### Degree of difficulty in finding qualified applicants:

Experienced and inexperienced – *Very difficult*. Due to growth, employer demand is considerably greater than the supply of qualified applicants. Employers often cannot find qualified applicants when an opening exists. Qualified applicants encounter no competition in their job search.

### Primary recruitment methods:

Colleges/Universities .....	95%
Newspaper ads .....	58%
Employee referrals .....	37%
Internet .....	37%

### Hired in the past 12 months: 67

### Source of filled vacancies:

Promotions .....	7%
Employees leaving .....	30%
New positions .....	57%
Temporary, on call or seasonal positions .....	6%

## ■ SIZE OF OCCUPATION

### EDD estimated occupation size 1997–2004:

Medium/Large (560 – 890 employees)

### Gender ratio as reported by responding employers:

Female - 78%    Male - 22%

## ■ WHERE THE JOBS ARE

Elementary and Secondary Schools .....	98.7%
Other .....	1.3%

## ■ PROJECTIONS

### Two year projections as reported by responding employers:

Grow - 53%    Remain Stable - 47%    Decline - 0%

### EDD OCCUPATIONAL FORECAST 1997–2004

#### Projected job openings for 7-year period: 400

Due to growth - 330

Due to separations - 70

#### Projected job growth rate for 7-year period:

58.9% (Much faster than average)

Average growth rate for all occupations - 16.9%

## ■ OTHER INFORMATION

### Shifts worked:

Day - 95%    Swing - 5%    Graveyard - 0%    Other - 0%

### Promotional opportunities:

**Most** responding employers (68%) promote their employees to higher level positions.

### Skills important for career advancement:

Continued education for Administrative Services Credential and professional advancement

### Additional information:

*EDD California Occupational Guide, No. 110; U.S. Department of Labor Occupational Outlook Handbook, 2000–2001 edition, page 187.*

*See Appendix C starting on page 168 for Training Providers in this occupation.*

# TECHNICAL WRITERS

## Technical Writers

Employers Responded: 20 • Employees Covered: 83

Technical Writers write or edit technical materials, such as equipment manuals, appendices, and operating and maintenance instructions. They may oversee the preparation of illustrations, photographs, diagrams, and charts and assist in layout work.

### WAGES AND BENEFITS

	<i>Range</i>	<i>Median</i>
New hires, no prior experience	\$11.03 to \$19.18	\$16.54
New to firm, experienced	\$11.99 to \$27.40	\$21.58
Three years with firm	\$16.00 to \$30.14	\$23.97

Few responding employers (less than 20%) reported that wages are subject to collective bargaining or union agreements.

Benefits (based on 20 firms)	Employer Pays All Full-time	Share Cost Full-time	Employee Pays All Full-time
Medical Insurance .....	32%	63%	0%
Dental Insurance .....	32%	58%	11%
Vision Insurance .....	26%	42%	5%
Life Insurance .....	53%	37%	0%
Sick Leave .....	95%	0%	0%
Vacation .....	100%	0%	0%
Retirement Plan .....	26%	58%	5%
Child Care .....	0%	5%	0%
Other Benefits .....	37%	16%	0%

Other benefits include stock options, profit sharing, and 401K plans.

**Hours worked:** Almost all employees (94%) work full-time, 40 hours per week weighted average. Few employees (6%) work temporary/on-call, 40 hours per week weighted average.

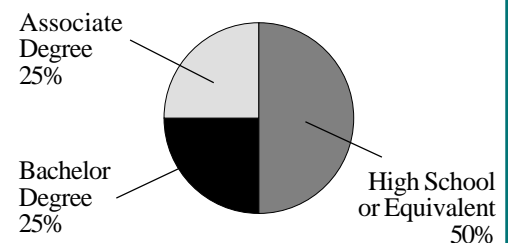
### EMPLOYER REQUIREMENTS

	<i>Required</i>	<i>Preferred</i>	<i>Not Required</i>
Experience prior to employment .....	80%	10%	10%
Technical/Vocational training prior to employment .....	25%	20%	55%

**Experience:** Required or preferred experience in this occupation ranges from 6 to 60 months or an average of 24 months. Other acceptable experience listed by responding employers includes English composition and writing, industry related positions, and graphic artist. Some of these employers (28%) will accept training as a substitute for experience.

**Technical/Vocational training:** Required or preferred training ranges from 3 to 12 months or an average of 9 months. Training includes desktop publishing, word processing, and course work in Journalism.

#### MINIMUM LEVEL OF EDUCATION REQUIRED



**Desired computer software skills:** All responding employers seek computer skills as follows:

Word Processing - 95%      Spreadsheet - 35%      Data Base - 40%      Desktop Publishing - 75%      Other - 60%  
Reported software skills include Word, Photoshop, Excel, PageMaker, MS Publisher, Corel Draw, Framemaker, Illustrator, Filemaker Pro, and PowerPoint.

## ■ EMPLOYER REQUIREMENTS (*continued*)

### Important job qualifications and skills as reported by employers:

#### Technical

Ability to write and use job specifications for technical jobs  
 Proofreading skills  
 Ability to read working drawings  
 Ability to write detailed technical instructions  
 Ability to use graphic software  
 Ability to use desktop publishing software  
 Understanding of scientific terms  
 English grammar, spelling, and punctuation skills  
 Ability to demonstrate knowledge of specific products

#### Physical

Ability to concentrate for long periods of time  
 Ability to sit continuously for 2 or more hours  
 Near vision (can be corrective)

#### Personal or other

Ability to meet deadlines  
 Ability to work independently  
 Ability to think logically  
 Basic math skills  
 Ability to write legibly  
 Oral communication skills  
 Strong organizational skills  
 Information gathering skills

## ■ SUPPLY AND DEMAND

### Degree of difficulty in finding qualified applicants:

Experienced – *Very difficult*. Due to turnover, demand is considerably greater than the supply of qualified applicants. Employers often cannot find qualified applicants when an opening exists. Qualified applicants encounter no competition in their job search.

Inexperienced – *Moderately difficult*. Demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times. Qualified applicants encounter little competition in their job search.

### Primary recruitment methods:

Internet .....	70%
Employee referrals .....	55%
In-house promotions or transfers .....	55%
Newspaper ads .....	55%
Private Employment Agencies .....	20%

### Hired in the past 12 months: 18

### Source of filled vacancies:

Promotions .....	0%
Employees leaving .....	44%
New positions .....	28%
Temporary, on call, or seasonal positions .....	28%

## ■ SIZE OF OCCUPATION

### EDD estimated occupation size 1997–2004:

Small (190 – 210 employees)

### Gender ratio as reported by responding employers:

Male - 55%    Female - 45%

## ■ WHERE THE JOBS ARE

Federal Government .....	24.9%
Engineering & Architectural Services .....	12.7%
Computer and Data Processing Services .....	12.2%
Drugs .....	9.8%
Management and Public Relations .....	5.9%
Other .....	34.5%

## ■ PROJECTIONS

### Two year projections as reported by responding employers:

Grow - 25%    Remain Stable - 75%    Decline - 0%

### EDD OCCUPATIONAL FORECAST 1997–2004

#### Projected job openings for 7-year period: 50

Due to growth - 20

Due to separations - 30

#### Projected job growth rate for 7-year period:

10.5% (Slower than average)

Average growth rate for all occupations - 16.9%

## ■ OTHER INFORMATION

### Shifts worked:

Day - 100%    Swing - 0%    Graveyard - 0%    Other - 0%

### Promotional opportunities:

Many responding employers (55%) promote their employees to higher level positions.

### Skills important for career advancement:

Management skills, technical and product knowledge, and ability to gather and edit material.

### Additional information:

EDD California Occupational Guide, No. 275, 2007, page 14; U.S. Department of Labor Occupational Outlook Handbook 155, 2000–2001 edition, page 243.

See Appendix C starting on page 168 for Training Providers in this occupation.



# TOOL AND DIE MAKERS

## Tool and Die Makers

Employers Responded: 15 • Employees Covered: 66

Tool and Die Makers analyze a variety of specifications, lay out metal stock, set up and operate machine tools, and fit and assemble parts to make and repair dies, cutting tools, jigs, fixtures, gauges, and machinist's hand tools. Please include paper die makers and die sinkers, but do not include die setters.

### WAGES AND BENEFITS

	<i>Range</i>	<i>Median</i>
New hires, no prior experience	\$ 6.50 to \$ 9.59	\$ 8.05
New to firm, experienced	\$ 7.50 to \$25.00	\$15.00
Three years with firm	\$10.00 to \$28.77	\$20.00

All responding employers reported that wages are not subject to collective bargaining or union agreements.

Benefits (based on 15 firms)	Employer Pays All Full-time	Share Cost Full-time	Employee Pays All Full-time
Medical Insurance .....	53%	33%	0%
Dental Insurance .....	40%	20%	0%
Vision Insurance .....	27%	20%	0%
Life Insurance .....	27%	0%	0%
Sick Leave .....	33%	0%	0%
Vacation .....	80%	0%	0%
Retirement Plan .....	27%	27%	7%
Child Care .....	0%	0%	0%

**Hours worked:** Almost all employees (91%) work full-time, 42 hours per week weighted average.

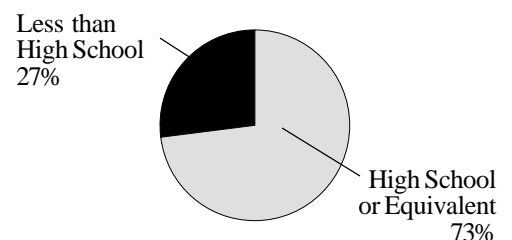
### EMPLOYER REQUIREMENTS

	<i>Required</i>	<i>Preferred</i>	<i>Not Required</i>
Experience prior to employment .....	73%	27%	0%
Technical/Vocational training prior to employment .....	27%	27%	46%

**Experience:** Required or preferred experience in this occupation ranges from 6 to 60 months or an average of 33 months. Other acceptable experience listed by responding employers includes machinist. Some of these employers (27%) will accept training as a substitute for experience.

**Technical/Vocational training:** Required or preferred training ranges from 6 to 36 months or an average of 17 months. Training includes machine shop, apprenticeship programs, and drafting.

#### MINIMUM LEVEL OF EDUCATION REQUIRED



**Desired computer software skills:** Many responding employers (40%) seek computer skills as follows:

Word Processing - 0%    Spreadsheet - 17%    Data Base - 0%    Desktop Publishing - 0%    Other - 83%  
Other skills include Auto Cad and Master Cam.



## ■ EMPLOYER REQUIREMENTS (*continued*)

### Important job qualifications and skills as reported by employers:

#### Technical

Ability to operate numerically controlled (NC) machines  
 Ability to follow safe equipment operating practices  
 Ability to read blueprints  
 Shop math skills  
 Knowledge of metallurgy and the properties of metals

#### Physical

Good eye-hand coordination  
 Ability to lift at least 50 lbs. repeatedly  
 Ability to stand for prolonged periods of time  
 Ability to perform precision work

#### Personal or other

Ability to provide own hand tools  
 Willingness to work with close supervision  
 Ability to work independently  
 Ability to exercise patience  
 Ability to pay attention to detail  
 Ability to read and follow instructions  
 Oral communication skills  
 Ability to write legibly

## ■ SUPPLY AND DEMAND

### Degree of difficulty in finding qualified applicants:

Experienced – *Very difficult*. Due to turnover, demand is considerably greater than the supply of qualified applicants. Employers often cannot find qualified applicants when an opening exists. Qualified applicants encounter no competition in their job search.

Inexperienced – *Moderately difficult*. Demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times. Qualified applicants encounter little competition in their job search.

### Primary recruitment methods:

Employee referrals ..... 80%  
 Newspaper ads ..... 60%  
 Walk-in applicants ..... 40%

### Hired in the past 12 months: 14

#### Source of filled vacancies:

Promotions ..... 0%  
 Employees leaving ..... 71%  
 New positions ..... 29%  
 Temporary, on call, or seasonal positions ..... 0%

## ■ SIZE OF OCCUPATION

### EDD estimated occupation size 1997–2004:

Small (240 – 300 employees)

### Gender ratio as reported by responding employers:

Male - 94%    Female - 6%

## ■ WHERE THE JOBS ARE

Miscellaneous Plastic Products ..... 35.8%  
 Metalworking Machinery ..... 34.1%  
 General Industrial Machinery ..... 5.1%  
 Aircraft and Parts ..... 4.7%  
 Other ..... 20.3%

## ■ PROJECTIONS

### Two year projections as reported by responding employers:

Grow - 27%    Remain Stable - 73%    Decline - 0%

#### EDD OCCUPATIONAL FORECAST 1997–2004

#### Projected job openings for 7-year period: 90

Due to growth - 60

Due to separations - 30

#### Projected job growth rate for 7-year period:

25.0% (Faster than average)

Average growth rate for all occupations - 16.9%

## ■ OTHER INFORMATION

### Shifts worked:

Day - 100%    Swing - 20%    Graveyard - 0%    Other - 0%

### Promotional opportunities:

Many responding employers (47%) promote their employees to higher level positions.

### Skills important for career advancement:

Management skills, technical and mechanical comprehension, and engineering skills.

### Additional information:

*EDD California Occupational Guide, No. 15; U.S. Department of Labor Occupational Outlook Handbook 155, 2000–2001 edition, page 462.*

*See Appendix C starting on page 168 for Training Providers in this occupation.*

# Traffic, Shipping, and Receiving Clerks

Employers Responded: 18 • Employees Covered: 273

Traffic, Shipping, and Receiving Clerks verify and keep records on incoming and outgoing shipments and prepare items for shipment. Duties include assembling, addressing, stamping, and shipping merchandise or material; receiving, unpacking, verifying, and recording incoming merchandise or material; and arranging for the transportation of products. Please do not include Stock Clerks, and workers whose primary duties involve weighing and checking.

## WAGES AND BENEFITS

	<i>Range</i>	<i>Median</i>
New hires, no prior experience	\$5.75 to \$13.93	\$7.00
New to firm, experienced	\$5.75 to \$13.93	\$8.00
Three years with firm	\$6.50 to \$16.59	\$9.50

All employees have non-union status.

Benefits (based on 17 responding employers)	Full-time	Part-time
Medical Insurance .....	94%	0%
Paid Vacation .....	94%	0%
Dental Insurance .....	76%	0%
Life Insurance .....	76%	0%
Paid Sick Leave .....	65%	0%
Retirement Plan .....	65%	0%
Vision Insurance .....	29%	0%
Child Care .....	0%	0%

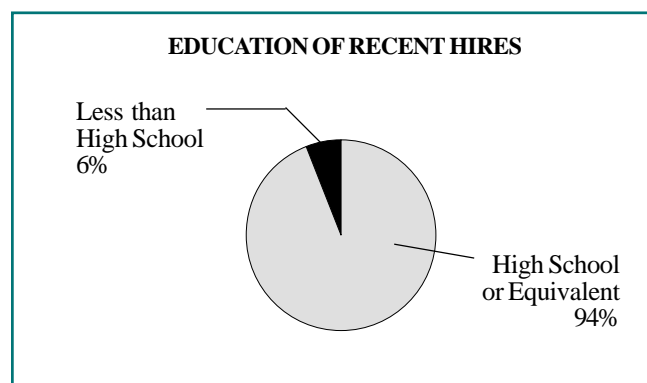
**Hours worked:** Almost all employees (80%) work full-time, 41 hours per week weighted average. Some employees (20%) work part-time, 25 hours per week weighted average, or temporary on call, 8 hours per week weighted average.

## EMPLOYER REQUIREMENTS

	<i>Always</i>	<i>Usually</i>	<i>Sometimes</i>	<i>Never</i>
Experience required prior to employment .....	6%	28%	44%	22%
Training as a substitute for work experience .....	28%	22%	44%	6%

**Experience:** Most responding employers (78%) require or prefer between 3 and 8 months of Shipping and Receiving Clerk or warehouse related work experience. Other experience listed by these employers includes Forklift Operator.

**Training or certification prior to employment:**  
None reported.



**Desired computer software skills:** Many responding employers (44%) seek computer skills as follows:  
 Data Base - 63%      Word Processing - 13%      Spreadsheet - 0%      Desktop Publishing - 0%      Other - 50%  
 Other skills include in-house computer programs.

## ■ EMPLOYER REQUIREMENTS (*continued*)

### Important job qualifications and skills as reported in statewide surveys:

#### Technical

Ability to operate a fork lift  
 Ability to plan and organize the work of others  
 Record keeping skills  
 Understanding of inventory techniques  
 Ability to use the U.S. & private parcel post service  
 Possession of a valid driver's license  
 Ability to write effectively  
 Ability to type at least 30 wpm

#### Physical

Ability to stand continuously for 2 or more hours  
 Ability to lift at least 60 lbs. repeatedly

#### Personal or other

Willingness to work with close supervision  
 Ability to work independently  
 Ability to work under pressure  
 Basic math skills  
 Ability to read and follow instructions  
 Ability to write legibly  
 Oral communication skills

### New skills needed over the next 3 years:

**Most** responding employers (61%) reported new skills that included learning in-house programs and industry software, data base and spreadsheet skills, fluency in English, and knowledge of OSHA rules for safety.

## ■ SUPPLY AND DEMAND

### Degree of difficulty in finding qualified applicants:

	<i>Not difficult</i>	<i>A little difficult</i>	<i>Somewhat difficult</i>	<i>Very difficult</i>
Experienced:	28%	44%	22%	6%
Inexperienced:	47%	29%	24%	0%

Worker supply is somewhat larger than demand for qualified applicants, and applicants may experience competition in job seeking.

### Primary recruitment methods:

Newspaper ads .....	83%
Employee referrals .....	61%
In-house promotion or transfer .....	44%

### Hired in the past 12 months: 172

### Source of filled vacancies:

Promotions .....	17%
Employees leaving .....	67%
New positions .....	11%
Temporary or seasonal .....	4%

## ■ SIZE OF OCCUPATION

### EDD estimated occupation size 1997–2004:

Very large (2,090 – 2,390 employees)

### Gender ratio as reported by responding employers:

Male - 75%    Female - 25%

## ■ WHERE THE JOBS ARE

Trade: Wholesale and Retail .....	29.6%
Transportation .....	14.5%
Services .....	11.1%
Other .....	44.8%

## ■ PROJECTIONS

### Three year projections as reported by responding employers:

Grow - 72%    Remain Stable - 22%    Decline - 6%

### EDD OCCUPATIONAL FORECAST 1997–2004

#### Projected job openings for 7-year period: 530

Due to growth - 300

Due to separations - 230

#### Projected job growth rate for 7-year period:

14.4% (Slower than average)

Average growth rate for all occupations - 16.9%

## ■ OTHER INFORMATION

### Promotional opportunities:

**Most** responding employers (72%) promote their employees to higher level positions.

### Additional information:

*EDD California Occupational Guide, No. 63; U.S. Department of Labor Occupational Outlook Handbook 2000–2001 edition, page 309.*

# Truck Drivers, Light – include Delivery and Route Workers

Employers Responded: 16 • Employees Covered: 78

Light Truck Drivers, including Delivery and Route Workers, drive vehicles with a capacity under 3 tons. They deliver or pick up merchandise and may load and unload trucks. Please do not include workers whose duties include sales.

## WAGES AND BENEFITS

	<i>Range</i>	<i>Median</i>
New hires, no prior experience	\$5.75 to \$10.00	\$ 8.00
New to firm, experienced	\$7.00 to \$13.00	\$ 8.00
Three years with firm	\$8.75 to \$14.76	\$11.00

Few responding employers (less than 20%) reported that wages are subject to collective bargaining or union agreements.

Benefits (based on 16 firms)	Employer Pays All Full-time	Share Cost Full-time	Employee Pays All Full-time
Medical Insurance .....	13%	50%	0%
Dental Insurance .....	13%	44%	6%
Vision Insurance .....	6%	25%	6%
Life Insurance .....	13%	31%	0%
Sick Leave .....	38%	19%	6%
Vacation .....	56%	6%	6%
Retirement Plan .....	6%	38%	6%
Child Care .....	0%	0%	0%

**Hours worked:** Almost all employees (81%) work full-time, 41 hours per week weighted average.

## EMPLOYER REQUIREMENTS

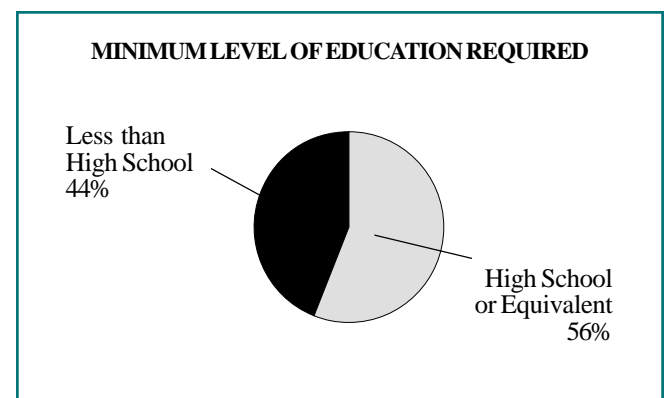
	<i>Required</i>	<i>Preferred</i>	<i>Not Required</i>
Experience prior to employment .....	43%	19%	38%
Technical/Vocational training prior to employment .....	0%	0%	100%

**Experience:** Required or preferred experience in this occupation ranges from 6 to 12 months or an average of 9 months.

**Technical/Vocational training:** None required.

**Legally mandated requirements:** Job applicants must have a valid driver's license, and a good driving record.

**Desired computer software skills:** None reported.



## ■ EMPLOYER REQUIREMENTS (*continued*)

### Important job qualifications and skills as reported by employers:

#### Technical

Ability to load and unload freight  
Ability to read invoices  
Knowledge of local streets  
Map reading skills  
Record keeping skills

#### Physical

Ability to lift at least 75 lbs. repeatedly  
Ability to pass a pre-employment medical examination  
Ability to perform strenuous, physically demanding work  
Possession of agility and coordination

#### Personal or other

Ability to deal tactfully with customers  
Ability to read and follow instructions  
Ability to work independently  
Ability to work under pressure  
Ability to write legibly  
Basic math skills  
Good grooming skills  
Organizational skills  
Oral communication skills  
Possession of a good DMV driving record  
Reliability and honesty  
Willingness to work early mornings, weekends  
Willingness to work overtime

## ■ SUPPLY AND DEMAND

### Degree of difficulty in finding qualified applicants:

Inexperienced – *Very difficult*. Due to turnover, demand is considerably greater than the supply of qualified applicants. Employers often cannot find qualified applicants when an opening exists. Qualified applicants encounter no competition in their job search.

### Primary recruitment methods:

Employee referrals ..... 81%  
Newspaper ads ..... 69%  
Walk-in applicants ..... 63%

### Hired in the past 12 months: 38

### Source of filled vacancies:

Promotions ..... 3%  
Employees leaving ..... 84%  
New positions ..... 8%  
Temporary, on call, or seasonal positions ..... 5%

## ■ SIZE OF OCCUPATION

### EDD estimated occupation size 1997–2004:

Very large (2,140 – 2,610 employees)

### Gender ratio as reported by responding employers:

Male - 86%    Female - 14%

## ■ WHERE THE JOBS ARE

Trucking and Courier Services, except Air ..... 15.5%  
Air Transportation, Scheduled ..... 12.2%  
Automotive Services, except Repair ..... 9.8%  
Eating and Drinking Places ..... 6.8%  
Other ..... 55.7%

## ■ PROJECTIONS

### Two year projections as reported by responding employers:

Grow - 31%    Remain Stable - 69%    Decline - 0%

### EDD OCCUPATIONAL FORECAST 1997–2004

#### Projected job openings for 7-year period: 690

Due to growth - 470

Due to separations - 220

#### Projected job growth rate for 7-year period:

22.0% (Faster than average)

Average growth rate for all occupations - 16.9%

## ■ OTHER INFORMATION

### Shifts worked:

Day - 100%    Swing - 19%    Graveyard - 0%    Other - 13%

### Promotional opportunities:

**Most** responding employers (69%) promote their employees to higher level positions.

### Skills important for career advancement:

Supervisory skills, computer skills, good customer service skills, and product knowledge.

### Additional information:

*EDD California Occupational Guide, No. 563; U.S. Department of Labor Occupational Outlook Handbook 155, 2000–2001 edition, page 505.*

*See Appendix C starting on page 168 for Training Providers in this occupation.*

# VETERINARY ASSISTANTS

Employers Responded: 15 • Employees Covered: 83

Veterinary Assistants examine animals for a veterinarian. They prepare animals for surgery, perform post-operational medical treatment as needed, and give medications to animals. They usually work directly under the supervision of a veterinarian. They receive extensive training on the job and may also have some post secondary education such as trade school or junior college.

## WAGES AND BENEFITS

	<i>Range</i>	<i>Median</i>
New hires, no prior experience	\$6.00 to \$ 8.00	\$ 6.75
New to firm, experienced	\$7.00 to \$10.00	\$ 8.00
Three years with firm	\$8.00 to \$11.00	\$10.00

All responding employers reported that wages are not subject to collective bargaining or union agreements.

Benefits (based on 15 firms)	Employer Pays All		Share Cost		Employee Pays All	
	FT	PT	FT	PT	FT	PT
Medical Insurance .....	40%	0%	13%	7%	0%	7%
Dental Insurance .....	13%	0%	0%	7%	0%	0%
Vision Insurance .....	0%	0%	0%	0%	0%	0%
Life Insurance .....	7%	0%	0%	0%	0%	0%
Sick Leave .....	47%	13%	0%	0%	0%	0%
Vacation .....	67%	7%	0%	0%	0%	0%
Retirement Plan .....	20%	0%	0%	0%	7%	0%
Child Care .....	0%	0%	0%	0%	0%	0%

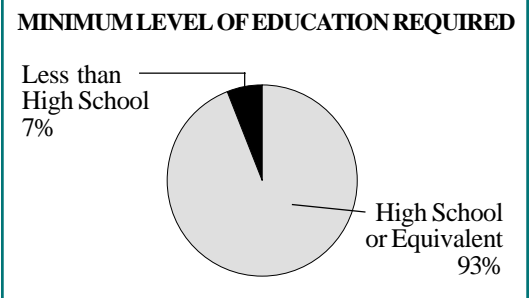
**Hours worked:** Many employees (51%) work part-time, 25 hours per week weighted average. Many employees (48%) work full-time, 39 hours per week weighted average.

## EMPLOYER REQUIREMENTS

	<i>Required</i>	<i>Preferred</i>	<i>Not Required</i>
Experience prior to employment .....	13%	87%	0%
Technical/Vocational training prior to employment .....	0%	67%	33%

**Experience:** Related work experience, required or preferred, ranges from 3 to 12 months or an average of 8 months. Other acceptable experience listed by responding employers includes receptionist and animal handler. **Almost all** of these employers (93%) will accept training as a substitute for experience.

**Technical/Vocational training:** Preferred training ranges from 3 to 12 months or an average of 4 months. Training includes animal care or handling courses, and veterinary related programs.



**Legally mandated requirements:** "Veterinary Assistants" do not require certification. "Veterinary Technicians" (OES 329510) require certification that includes the completion of a 2-year approved animal health technician program or equivalent. *California License Handbook, 5th Edition 1997, page 75.* See the American Veterinary Medical Association (AVMA) policy on veterinary technology and standard terminology in *AVMA Policy Statements and Guidelines, page 90.*

**Desired computer software skills:** Many responding employers (47%) seek computer skills as follows:  
 Word Processing - 57 %      Spreadsheet - 0%      Data Base - 43 %      Desktop Publishing - 0 %      Other - 57%  
 Other skills include Avamark and Impromed veterinary programs.



## ■ EMPLOYER REQUIREMENTS (*continued*)

### Important job qualifications and skills as reported in statewide surveys:

#### Technical

Ability to follow laboratory procedures  
 Teeth cleaning and polishing skills  
 Ability to follow feeding and handling requirements for animals  
 Ability to administer medications  
 Ability to apply sterilization techniques  
 Ability to administer emergency first aid  
 Ability to take vital signs  
 Certified in animal health care  
 Ability to assess emergency situations and set priorities quickly  
 Ability to accurately record and report information  
 Ability to write effectively

#### Physical

Ability to lift at least 50 lbs. repeatedly

#### Personal or other

Willingness to work with close supervision  
 Public contact skills  
 Ability to work independently  
 Ability to work under pressure

#### Basic

Basic math skills  
 Ability to read and follow instructions  
 Ability to write legibly  
 Oral communication skills

## ■ SUPPLY AND DEMAND

### Degree of difficulty in finding qualified applicants:

Experienced and inexperienced – *Very difficult*. Due to very high turnover employer demand is considerably greater than the supply of qualified applicants. Employers often cannot find qualified applicants when an opening exists. Qualified applicants encounter no competition in their job search.

### Primary recruitment methods:

Newspaper ads ..... 93%  
 Employee referrals ..... 60%  
 Walk-in applicants ..... 40%

### Hired in the past 12 months: 42

### Source of filled vacancies:

Promotions ..... 0%  
 Employees leaving ..... 81%  
 New positions ..... 10%  
 Temporary, on call, or seasonal positions ..... 10%

## ■ SIZE OF OCCUPATION

### EDD estimated occupation size 1997–2004:

Small (110 – 140 employees)

### Gender ratio as reported by responding employers:

Female - 84%    Male - 16%

## ■ WHERE THE JOBS ARE

Veterinary Services, Specialties ..... 99.2%  
 Other ..... 0.8%

## ■ PROJECTIONS

### Two year projections as reported by responding employers:

Grow - 60%    Remain Stable - 40%    Decline - 0%

#### EDD OCCUPATIONAL FORECAST 1997–2004

#### Projected job openings for 7-year period: 50

Due to growth - 30

Due to separations - 20

#### Projected job growth rate for 7-year period:

27.3% (Much faster than average)

Average growth rate for all occupations - 16.9%

## ■ OTHER INFORMATION

### Shifts worked:

Day - 100%    Swing - 33%    Graveyard - 13%    Other - 20%  
 Other shifts include weekends and evenings.

### Promotional opportunities:

**Most** responding employers (60%) promote their employees to higher level positions.

### Skills important for career advancement:

Ability to learn new procedures, develop medical skills, obtain certification, and leadership skills.

### Additional information:

*EDD California Occupational Guide, No. 402; U.S. Department of Labor Occupational Outlook Handbook, 2000–2001 edition, page 357.*

*See Appendix C starting on page 168 for Training Providers in this occupation.*

# Vocational and Educational Counselors

Employers Responded: 16 • Employees Covered: 179

Vocational and Educational Counselors counsel individuals and provide group educational and vocational guidance services.

## WAGES AND BENEFITS

	Non-Union		Subject to Collective Bargaining or Union Agreements	
	Range	Median	Range	Median
New hires, no prior experience	\$ 8.05 to \$26.03	\$13.59	\$15.00 to \$26.85	\$18.89
New to firm, experienced	\$11.51 to \$18.00	\$14.38	\$16.21 to \$31.16	\$19.92
Three years with firm	\$11.51 to \$23.01	\$17.26	\$17.58 to \$31.16	\$23.01

**Note:** School Districts (50% of responding employers) reported yearly salaries that have been converted to an hourly wage, based on a 52 week year. Not all of these employees work a 52 week year. This should be taken into consideration when comparing the hourly wage.

**Many** responding employers (44%) reported that wages are subject to collective bargaining or union agreements.

Benefits (based on 16 firms)	Employer Pays All Full-time	Share Cost Full-time	Employee Pays All Full-time
Medical Insurance .....	63%	31%	0%
Dental Insurance .....	63%	25%	0%
Vision Insurance .....	56%	19%	6%
Life Insurance .....	38%	13%	13%
Sick Leave .....	88%	6%	0%
Vacation .....	50%	6%	6%
Retirement Plan .....	31%	50%	0%
Child Care .....	0%	6%	6%

**Hours worked:** Almost all employees (94%) work full-time, 39 hours per week weighted average.

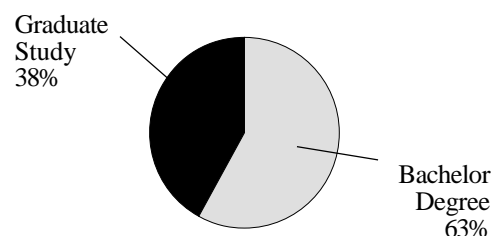
## EMPLOYER REQUIREMENTS

	Required	Preferred	Not Required
Experience prior to employment .....	38%	31%	31%
Technical/Vocational training prior to employment .....	0%	0%	100%

**Experience:** Related work experience, required or preferred, ranges from 6 to 36 months or an average of 19 months. Other acceptable experience listed by responding employers includes teaching or social work. **Some** of these employers (36%) will accept training as a substitute for experience.

**Technical/Vocational training:** This was included in Minimum Level of Education Required. **All** responding employers require a bachelor or master's degree with major course work in counseling, sociology, or education.

MINIMUM LEVEL OF EDUCATION REQUIRED



**Legally mandated requirements:** School Counselors are required to obtain a Pupil Personnel Services Credential which requires completion of at least 30 semester units of school counseling, including a practicum which involves students. The prospective counselor must also pass the California Basic Education Skills Test (CBEST). — *California License Handbook, 5th Edition 1997, pages 237, 238; California Occupational Guide, No. 429*

**Desired computer software skills:** Most responding employers (69%) seek computer skills as follows:

Word Processing -100 %      Spreadsheet -27 %      Data Base - 9%      Desktop Publishing -0 %      Other - 18%

## ■ EMPLOYER REQUIREMENTS (*continued*)

### Important job qualifications and skills as reported in statewide surveys:

#### Technical

Ability to plan and organize the work of others  
 Record keeping skills  
 Knowledge of veterans' services  
 Ability to treat substance abuse  
 Ability to apply vocational skills assessment tools and techniques  
 Rehabilitation counseling skills  
 Family counseling skills  
 Ability to interview others for information  
 Ability to write effectively  
 Ability to analyze labor market information  
 Ability to conduct training programs

#### Personal or other

Willingness to work with close supervision  
 Ability to work independently  
 Basic math skills  
 Ability to read and follow instructions  
 Ability to write legibly  
 Oral communication skills

## ■ SUPPLY AND DEMAND

### Degree of difficulty in finding qualified applicants:

Experienced and inexperienced – *Moderately difficult*. Demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times. Qualified applicants may encounter little competition in their job search.

### Primary recruitment methods:

Newspaper ads .....	56%
Colleges/Universities .....	50%
Employee referrals .....	50%
In-house promotion or transfer .....	38%

### Hired in the past 12 months: 21

#### Source of filled vacancies:

Promotions .....	19%
Employees leaving .....	57%
New positions .....	19%
Temporary, on call, or seasonal positions .....	5%

## ■ SIZE OF OCCUPATION

### EDD estimated occupation size 1997–2004:

Small (260 – 330 employees)

### Gender ratio as reported by responding employers:

Female - 56%    Male - 44%

## ■ WHERE THE JOBS ARE

Elementary & Secondary Schools .....	40.3%
Junior Colleges .....	17.5%
Job Training & Related Services .....	16.2%
Schools & Educational Services, NEC .....	10.3%
Local Government, except Education .....	7.5%
Other .....	8.2%

## ■ PROJECTIONS

### Two year projections as reported by responding employers:

Grow - 6%    Remain Stable - 94%    Decline - 0%

#### EDD OCCUPATIONAL FORECAST 1997–2004

#### Projected job openings for 7-year period: 120

Due to growth - 70

Due to separations - 50

#### Projected job growth rate for 7-year period:

26.9% (Much faster than average)

Average growth rate for all occupations - 16.9%

## ■ OTHER INFORMATION

### Shifts worked:

Day - 100%    Swing - 0%    Graveyard - 0%    Other - 0%

### Promotional opportunities:

Many responding employers (56%) promote their employees to higher level positions.

### Skills important for career advancement:

Ability to obtain Administrative Services Credential, knowledge of the Internet, and ability to research labor market information.

### Additional information:

EDD California Occupational Guide, No. 429; U.S. Department of Labor Occupational Outlook Handbook, 2000–2001 edition, page 175.

See Appendix C starting on page 168 for Training Providers in this occupation.

# Waiters and Waitresses

Employers Responded: 15 • Employees Covered: 358

Waiters and Waitresses serve food and/or beverages to patrons at tables. They usually take orders from patrons and make out the check. Their duties may include setting tables with linen and silverware and taking payment from patrons. They may serve customers at counters as well as at tables. Please do not include workers who only work at counters.

## WAGES AND BENEFITS

	Wages		Tips	
	Range	Median	Range	Median
New hires, no prior experience	\$5.75 to \$15.75	\$5.75	\$2.14 to \$10.00/hr.	\$2.67/hr.
New to firm, experienced	\$5.75 to \$22.42	\$5.75	\$2.67 to \$16.67/hr.	\$6.00/hr.
Three years with firm	\$5.75 to \$25.75	\$5.75	\$6.00 to \$20.00/hr.	\$8.33/hr.

**Other forms of compensation:** Some responding employers (33%) reported tips as above which are included in the wage range. Most responding employers (67%) reported tips that vary.

All employees have non-union status.

Benefits (based on 10 responding employers)	Full-time	Part-time
Medical Insurance .....	100%	10%
Dental Insurance .....	80%	10%
Vision Insurance .....	70%	10%
Paid Vacation .....	70%	0%
Life Insurance .....	50%	10%
Retirement Plan .....	50%	0%
Paid Sick Leave .....	40%	0%
Child Care .....	0%	0%

**Hours worked:** Most employees (67%) work part-time, 22 hours per week weighted average. Few employees (less than 20%) work full-time, 38 hours per week weighted average.

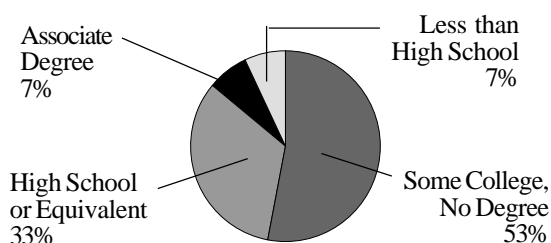
## EMPLOYER REQUIREMENTS

	Always	Usually	Sometimes	Never
Experience required prior to employment .....	13%	27%	47%	13%
Training as a substitute for work experience .....	27%	7%	47%	20%

**Experience:** Almost all responding employers (87%) require or prefer between 3 and 12 months of Waiters and Waitresses related work experience. Other experience listed by these employers includes Hostess and customer service.

**Training or certification prior to employment:** None reported.

EDUCATION OF RECENT HIRES



**Desired computer software skills:** Some responding employers (20%) seek computer literacy skills.

## ■ EMPLOYER REQUIREMENTS (*continued*)

### Important job qualifications and skills as reported in statewide surveys:

#### Technical

Cash handling skills  
Ability to operate a cash register

#### Physical

Ability to stand continuously for 2 or more hours  
Ability to lift at least 30 lbs. repeatedly

#### Personal or other

Good grooming skills  
Willingness to work with close supervision  
Ability to work independently  
Ability to work under pressure  
Customer service skills  
Ability to follow oral instructions  
Basic math skills  
Ability to read and follow instructions  
Ability to write legibly  
Oral communication skills

### New skills needed over the next 3 years:

**Some** responding employers (20%) reported new skills that included ability to learn computerized cash register and in-house programs.

## ■ SUPPLY AND DEMAND

### Degree of difficulty in finding qualified applicants:

	<i>Not difficult</i>	<i>A little difficult</i>	<i>Somewhat difficult</i>	<i>Very difficult</i>
Experienced:	7%	33%	27%	33%
Inexperienced:	38%	23%	31%	8%

Due to high turnover, employer demand is somewhat greater than the supply of *experienced* qualified applicants. Employers may have some difficulty finding qualified applicants at times. Worker supply is somewhat larger than demand for *inexperienced* qualified applicants, and applicants may experience competition in job seeking.

### Primary recruitment methods:

Employee referrals .....	93%
Newspaper ads .....	80%
In-house promotion or transfer .....	53%

### Hired in the past 12 months: 128

### Source of filled vacancies:

Promotions .....	9%
Employees leaving .....	85%
New positions .....	6%
Temporary or seasonal .....	0%

## ■ SIZE OF OCCUPATION

### EDD estimated occupation size 1997–2004:

Very large (3,740 – 3,950 employees)

### Gender ratio as reported by responding employers:

Female - 70%    Male - 30%

## ■ WHERE THE JOBS ARE

Trade: Eating Places .....	86.6%
Services: Hotels and Motels .....	5.3%
Other .....	8.1%

## ■ PROJECTIONS

### Three year projections as reported by responding employers:

Grow - 47%    Remain Stable - 53%    Decline - 0%

### EDD OCCUPATIONAL FORECAST 1997–2004

#### Projected job openings for 7-year period: 1,640

Due to growth - 210

Due to separations - 1,430

#### Projected job growth rate for 7-year period:

5.6% (Slower than average)

Average growth rate for all occupations - 16.9%

## ■ OTHER INFORMATION

### Promotional opportunities:

**Almost all** responding employers (80%) promote their employees to higher level positions.

### Additional information:

*EDD California Occupational Guide, No. 42; U.S. Department of Labor Occupational Outlook Handbook, 2000–2001 edition, page 338.*



## VENTURA COUNTY LABOR MARKET INFORMATION AND SERVICES

### Regional Job and Career Centers

Recent initiatives at the State and federal level have prompted efforts to bring together the employment, education, and training services needed by job seekers in Ventura County. Each of the six regional Job and Career Centers listed below provides access to a comprehensive array of employment and training services for both job seekers and employers.

In addition, a variety of social and support services can be accessed at the Centers through referral to a local partner agency. Services are provided free of charge and depending on one's eligibility, may include additional resources including child care, transportation, suitable work clothes, mentors, and youth services. Assistance is available to job seekers at the Centers to utilize these tools to secure employment and related services.

East County Job and Career Center  
970 Enchanted Way, Suite 105  
Simi Valley, CA 93065  
Connie Clay, Director  
(805) 582-8721

West Oxnard Job and Career Center  
635 South Ventura Road  
Oxnard, CA 93030  
Kathy Smith, Director  
(805) 382-8610

Downtown Oxnard Job and Career Center  
200 West Fifth Street  
Oxnard, CA 93030  
Art Hernandez, Director  
(805) 240-7000

Oxnard College Job and Career Center  
4000 South Rose Avenue  
Oxnard, CA 93033  
Larry Kennedy, Director  
(805) 986-7300

Ventura College Job and Career Center  
4274 Telegraph Road  
Ventura, CA 93003  
Kay Faulconer, Director  
(805) 477-2000

Santa Clara Valley Job and Career Center  
725 East Main Street, Suite 101  
Santa Paula, CA 93060  
Judy Rivera, Director  
(805) 933-8300

### Job Seeker Services

- **Universal Access** — Job and Career Centers are equipped with the latest electronic technology to access labor market information and current job listings. Orientation to program services help review your job status and develop a training and employment action plan.
- **Intensive Services** — These services include career assessment, counseling services, life skills workshops, resumé writing, and placement assistance.
- **Training Services** — Vocational classroom instruction provided to adults in need of occupational training, on-the-job training provided by employers on-site, customized training with employers in a targeted occupation, and youth educational training programs.
- **California Work Opportunity and Responsibility to Kids (CalWORKs)** — A State-mandated program to help adults receiving welfare become employed and their families become financially self sufficient.
- **Welfare to Work Program (WtW)** — A program designed to work in conjunction with the CalWORKs program. This program provides a variety of specialized services to welfare clients with significant barriers to employment.

### Employer Services

- **Business Resources** — Resource referral is available to help start or grow your business from your initial business plan to acquiring capital for expansion.
- **Tax Benefits** — You can save money when you hire certain jobseekers eligible for the Work Opportunity or the Welfare-to-Work Tax Credit Programs.
- **Out-Placement Service** — The Rapid Response team assists employers and employees affected by job loss and business closure. We identify resources to help retain your business and provide orientations to assist dislocated workers in getting a new job.
- **Employee Training** — Eligible current and future employees can receive training to be more productive as your business grows. Employee site-based training and off-site classroom training is available.
- **Job Listing** — Job openings can be listed directly on the Internet database called CalJOBS (see web site on the next page). You can review resumé and locate qualified applicants.



## ON-LINE LABOR MARKET INFORMATION

### VENTURA COUNTY JOB AND CAREER CENTER WEB SITE

Ventura County's Job and Career Center web site implements a community-based system to coordinate, integrate, and streamline employment, education, and training services at the local level. This is accomplished by providing services through the physical co-location and electronic networking of all center partners.



- [www.jobs.ventura.org](http://www.jobs.ventura.org)

**EDD/LMID** Internet home page provides access to over 1,000 data files.

**Occupational Outlook Reports** for all counties are available from the LMI Publications section of the web site.



- [www.calmis.cahwnet.gov](http://www.calmis.cahwnet.gov)

**CalJOBS** is an Internet service brought to you by EDD, linking employers and job seekers with electronic job listings and resumés.

### EMPLOYMENT DEVELOPMENT DEPARTMENT'S JOB SERVICES FOR EMPLOYERS AND JOBSEEKERS

The Employment Development Department (EDD) uses the California Job Openings Browse System (CalJOBS) to provide employers and jobseekers a no-fee, Internet based job listing service. Job orders entered in CalJOBS are immediately visible throughout the state of California.

*Employers* may register, list their job openings, and search for resumes from their own computers or they may request assistance from EDD or Job and Career Center staff. Labor market information and assistance in screening and certifying applicants for employer's tax credits is also available.

*Jobseekers* may search for jobs and may enter their resumés to be viewed by prospective employers. Free access to CalJOBS is available at local Job and Career Center offices.



- [www.caljobs.ca.gov](http://www.caljobs.ca.gov)

# VENTURA COUNTY TRAINING PROVIDERS

ABC Keyboard School .....	1925 South Patterson Road .....	Oxnard, CA 93035 .....	(805) 985-9516
Academy Education Services .....	P.O. Box 7447 .....	Oxnard, CA 93031 .....	(805) 486-1102
American Red Cross .....	P.O. Box 5850 .....	Ventura, CA 93005-5850 .....	(805) 339-2234
Azusa Pacific University .....	5740 Ralston Ave., Suite 100 .....	Ventura, CA 93003 .....	(805) 677-5825
Body Arts College .....	2538 E. Main St. ....	Ventura, CA 93003 .....	(805)643-7191
California Art Institute .....	2977 Willow Lane .....	Westlake Village, CA 91360 ..	(805) 496-6906
California Lutheran University .....	60 West Olsen Road .....	Thousand Oaks, CA 91360 ....	(805) 493-3130
California State University – Channel Islands (CSUCI) .....	One University Drive .....	Camarillo, CA 93012 .....	(805)437-8451
California State University Northridge (CSUN) at Channel Islands .....	One University Dr., Bell Tower Bldg. ....	Camarillo, CA 93012-8584 .....	(805) 437-8500
California Vocational College .....	1661 Pacific Ave., Suite 14 .....	Oxnard, CA 93033 .....	(805)385-9020
Center for Employment Training .....	761 South ‘C’ Street .....	Oxnard, CA 93030 .....	(805) 487-9821
Charles Davis Actors Workshop & Singing Instructions .....	512 Calle Sequoia .....	Thousand Oaks, CA 91360 ....	(805) 376-9002
CompUSA Technology Training .....	2241 North Rose Avenue .....	Oxnard, CA 93030 .....	(805) 988-3151
Computer Idiot Technology Services .....	2734 Johnson Dr., Suite 101 .....	Ventura, CA 93003 .....	(805)650-5981
Conejo Valley Adult Education .....	1025 Old Farm Road .....	Thousand Oaks, CA 91360 ....	(805) 497-2761
Consortium for Advanced & Technical Education (Distance Learning) ..	166 North Moorpark Road, Suite 101 ..	Thousand Oaks, CA 91360 .....	(805) 496-9433
Dollar Driving School of Ventura .....	2546 E. Main Street .....	Ventura, CA 93003 .....	(805) 658-1373
EZ Success .....	1437-F South Victoria, Suite 355 ....	Ventura, CA 93003 .....	(805) 488-9881
Embry-Riddle Aeronautical University .....	P.O. Box 42354, Point Mugu .....	Port Hueneme, CA 93044-4654	(805) 271-9691
Executive Programs .....	P. O. Box 5407 .....	Oxnard, CA 93031 .....	(800) 278-4540
F L S International- Oxnard .....	4000 S. Rose Ave. ....	Oxnard, CA 93033 .....	(805)986-8200
Goodwill Industries of Ventura and Santa Barbara Counties .....	350 Cactus Drive .....	Oxnard, CA 93030 .....	(805) 983-3414
H & R Block Tax School .....	2383 North Oxnard Blvd. ....	Oxnard, CA 93030 .....	(805) 983-6639
Hollywood Film School .....	2500-K Townsgate Road .....	Westlake Village, CA 91361 ....	(805)496-9716
ITT Technical Institute .....	2051 Solar Drive, Suite 150 .....	Oxnard, CA 93030 .....	(805) 988-0143
International Bartenders School .....	2011 Auto Center Drive, Suite 111 ..	Oxnard, CA 93030 .....	(805) 983-6649
Internet Education Centers .....	870 Hampshire Road, Suite A .....	Westlake Village, CA 91361 ..	(805) 373-8803
Laubach Literacy of Ventura County .....	141 South ‘A’ Street, Suite 207 .....	Oxnard, CA 93030 .....	(805) 385-9584
Learning Tree University .....	72 Moody Court .....	Thousand Oaks, CA 91360 ....	(805) 497-2292
Leslie Hammett & Associates .....	1906 Topaz Avenue .....	Ventura, CA 93004 .....	(805) 672-2800
Lu Ross Academy of Hair Design .....	470 East Thompson Blvd. ....	Ventura, CA 93001 .....	(805) 643-5690
Medical Career Services .....	2444 Saviers Road .....	Oxnard, CA 93033 .....	(805)487-6439
Modern Beauty Academy .....	699 South ‘C’ Street .....	Oxnard, CA 93030 .....	(805) 483-4994
Moorpark College .....	7075 Campus Road .....	Moorpark, CA 93021-1695 ..	(805) 378-1405
Music Instruction .....	504 South Evergreen Drive .....	Ventura, CA 93003 .....	(805) 653-1389
Nationwide Education Services .....	160 W. 4 <sup>th</sup> Street .....	Oxnard, CA 93030 .....	(805) 483-3717
New Horizons Computer Learning Center of Oxnard/Thousand Oaks	920 Hampshire Rd. Suite S .....	Westlake Village, CA 91361 ....	(805) 496-9690
Ojai Digital Arts Center .....	P.O. Box 789 .....	Ojai, CA 93024 .....	(805) 646-7076
Oxnard Adult School .....	1101 W. 2nd Street .....	Oxnard, CA 93030 .....	(805) 385-2584
Oxnard College .....	4000 South Rose Avenue .....	Oxnard, CA 93033-6699 .....	(805) 986-5824
Pacific Scuba Center, Inc. ....	3600 South Harbor Blvd., Suite 215 .	Oxnard, CA 93035 .....	(805) 984-2566
Pacific Seatec .....	P.O. Box 24197 .....	Ventura, CA 93002 .....	(805) 648-1004

## VENTURA COUNTY TRAINING PROVIDERS — *continued*

Pepperdine University - Ventura County Center .....	2829 Townsgate Road, Suite 180 .....	Westlake Village, CA 91362 ...	(805) 449-1181
Professional Driver Training School, Inc. ....	1661 Pacific Avenue, Suite 19 .....	Oxnard, CA 93033 .....	(805) 487-4474
Resource Management .....	1906 Topaz Avenue .....	Ventura, CA 93004 .....	(805) 672-0900
Santa Paula Adult School .....	325 N. Palm Avenue .....	Santa Paula, CA 93060 .....	(805) 525-4407
Santa Paula Flight Center .....	15 Waco Taxi (S. P. Airport) .....	Santa Paula, CA 93060 .....	(805) 525-3561
Sheet Metal Workers Joint Apprenticeship Committee .....	P.O. Box 3661 .....	Ventura, CA 93006 .....	(805) 648-2220
Simi Valley Adult School & Career Institute .....	3192 Los Angeles Avenue .....	Simi Valley, CA 93065 .....	(805) 579-6200
Southern California Institute of Law .....	877 South Victoria Avenue .....	Ventura, CA 93003 .....	(805) 644-2327
Sun-Air Aviation Training Academy .....	50 Durley Ave. ....	Camarillo, CA 93010 .....	(805) 987-8464
Superior Technical Institute .....	520 East Third Street, Suite B .....	Oxnard, CA 93030 .....	(805) 385-4761
Technology Development Center, Div. of Ventura Adult School (VUSD) .....	5200 Valentine Road .....	Ventura, CA 93003 .....	(805) 641-5200
The Advanced School of Massage Therapy .....	1414 E. Thousand Oaks Bl. #213 ....	Thousand Oaks, CA 91362 ....	(805) 495-1353
Tri-County GLAD (Deaf) .....	132 South 'A' Street .....	Oxnard, CA 93030 .....	(805) 487-4523
University of California Santa Barbara (UCSB), Ventura Extension ...	3585 Maple Street, Suite 112 .....	Ventura, CA 93003 .....	(805) 644-7261
University of LaVerne .....	2001 Solar Drive, Suite 250 .....	Oxnard, CA 93030 .....	(805) 981-8030
University of La Verne - Pt. Mugu Residence Center .....	P. O. Box 42264 .....	Port Hueneme, CA 93044 .....	(805) 986-1783
Ventura Adult Education (Ventura Unified School District) .....	5200 Valentine Road .....	Ventura, CA 93003 .....	(805) 641-5200
Ventura College .....	4667 Telegraph Road .....	Ventura, CA 93003 .....	(805) 654-6400
Ventura College of Law .....	4475 Market Street .....	Ventura, CA 93003 .....	(805) 658-0511
Ventura County Building & Construction Trades Council, AFL-CIO ..	547 Sandy Circle .....	Oxnard, CA 93030 .....	(805) 981-3812
Ventura County Entrepreneur Academy .....	4000 Rose Avenue .....	Oxnard, CA 93033 .....	(805) 986-5831
Ventura County Regional Occupational Program (ROP) .....	465 Horizon Circle .....	Camarillo, CA 93010-8596 .....	(805) 388-4433

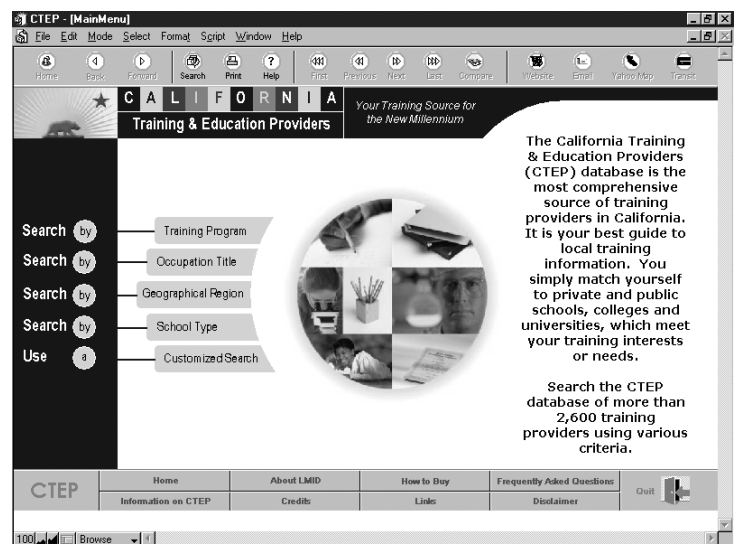
*Listing of training providers in this publication does not constitute approval by Workforce Development Division to provide training as a Workforce Investment Act (WIA) vendor.*

### California Training & Education Providers (CTEP)

Training Providers listed above will be included in the updated California Training and Education Providers (CTEP), to be released early in 2001. CTEP was developed in partnership with the California Occupational Information Coordinating Committee (COICC) and the California Cooperative Information System Group, a part of the Labor Market Information Division (LMID), of the Employment Development Department.

The CTEP is easy to use. It is designed to provide point-and-click access to connect the user to over 2,600 profiles. It allows searches by occupational title, training program, type of school, geographic region, and by custom search criteria. This version also provides Internet links to schools, school map directions, and regional transit web pages.

The CTEP should be available at the Ventura County Job and Career Centers early in 2001. CTEP can also be accessed via the CCOIC web site. — [www.soicc.ca.gov](http://www.soicc.ca.gov)



# VENTURA COUNTY TRAINING PROVIDERS - *By Occupation*

*The producers of this directory do not endorse or recommend any particular training providers or programs. A sincere effort has been made to ensure the information is as accurate and up-to-date as possible. However, information and programs change frequently. Please contact the training providers directly to verify and update information.*

## ACCOUNTANTS AND AUDITORS (211140)

California Lutheran University  
California State University Northridge (CSUN) at Channel Islands  
Learning Tree University  
Moorpark College  
Oxnard College  
University of California Santa Barbara (UCSB), Ventura Extension  
Ventura College

## ADJUSTMENT CLERKS (531230)

Academy Education Services  
Moorpark College  
Oxnard College  
Simi Valley Adult School & Career Institute  
Technology Development Center Division of Ventura Adult Education (VUSD)  
Ventura College

## ASSEMBLERS AND FABRICATORS-EXCEPT MACHINE, ELECTRICAL, ELECTRONIC AND PRECISION (939560) – None

## AUTOMOTIVE BODY AND RELATED REPAIRERS (853050)

Oxnard College  
Ventura County Regional Occupational Program

## BAKERS – BREAD AND PASTRY (650210)

Oxnard College

## BARTENDERS (650050)

International Bartenders School

## BUS AND TRUCK MECHANICS AND DIESEL ENGINE SPECIALISTS (853110)

California Vocational College  
Oxnard College  
Simi Valley Adult School  
Superior Technical Institute  
Ventura College  
Ventura County Regional Occupational Program

## CABINETMAKERS AND BENCH CARPENTERS (893110)

Ventura County Bldg. & Construction Trades Council, AFL-CIO  
Ventura County Regional Occupational Program (ROP)

## CIVIL ENGINEERS (221210) – None

## COMPUTER AIDED DESIGN (CAD) TECHNICIAN (003362999)

Conejo Valley Adult Education  
ITT Technical Institute  
Learning Tree University  
Moorpark College  
Simi Valley Adult School & Career Institute  
Technology Development Center Division of Ventura Adult Education (VUSD)  
Ventura Adult Education (VUSD)  
Ventura College

## COMPUTER NETWORK TECHNICIANS (033162996)

CompUSA Technology Training  
Conejo Valley Adult Education  
Consortium for Advanced & Technical Education (CATE) - Distance Learning  
ITT Technical Institute  
Internet Education Centers  
Learning Tree University  
Moorpark College  
New Horizons Computer Learning Center of Oxnard/Thousand Oaks  
Oxnard College  
Superior Technical Institute  
University of California Santa Barbara (UCSB), Ventura Extension  
Ventura College  
Ventura County Regional Occupational Program (ROP)

## COMPUTER SUPPORT SPECIALISTS (251040)

CompUSA  
Conejo Valley Adult Education  
Consortium for Advanced and Technical Education  
Internet Education Centers  
ITT Technical Institute  
Learning Tree University  
Moorpark College  
New Horizons Computer Learning Center of Oxnard/Thousand Oaks  
Simi Valley Adult School  
Superior Technical Institute  
Technology Development Center  
University of California Santa Barbara (UCSB), Ventura Extension  
Ventura College  
Ventura County Regional Occupational Program

## CONSTRUCTION MANAGERS (150170)

Ventura College

## COOKS – RESTAURANT (650260)

Oxnard College

## COST ESTIMATORS (219020)

Ventura College

## COUNTER AND RENTAL CLERKS (490170) — None

## DATA PROCESSING EQUIPMENT REPAIRERS (857050)

Academy Education Services  
Conejo Valley Adult Education  
Learning Tree University  
Moorpark College  
Oxnard College  
Simi Valley Adult School & Career Institute  
Superior Technical Institute  
Technology Development Center Division of Ventura Adult School (VUSD)  
Ventura College  
Ventura County Regional Occupational Program (ROP)

**DENTAL HYGIENISTS (329080)**

Oxnard College

**DESKTOP PUBLISHING – GRAPHIC DESIGNERS (979382999)**

Computer Idiot  
Conejo Valley Adult Education  
Learning Tree University  
Moorpark College  
New Horizons Computer Learning Center of Oxnard/Thousand Oaks  
Ojai Digital Arts Center  
Simi Valley Adult School  
Technology Development Center  
University of California Santa Barbara (UCSB), Ventura Extension  
Ventura College  
Ventura County Regional Occupational Program

**DIETICIANS AND NUTRITIONISTS (325210)**

Moorpark College  
Ventura College

**DISPATCHERS – EXCEPT POLICE, FIRE, AND AMBULANCE (580050)**

Ventura College

**DUPLICATING MACHINE OPERATORS (560050)**

Center for Employment Training  
Goodwill Industries of Ventura and Santa Barbara  
Oxnard College  
Technology Development Center Division of Ventura Adult School (VUSD)  
Ventura College  
Ventura County Regional Occupational Program (ROP)

**ELECTRICAL AND ELECTRONIC ASSEMBLERS (939050)**

Academy Education Services  
Center for Employment Training  
Nationwide Education Services  
Oxnard College  
Superior Technical Institute  
Ventura County Regional Occupational Program (ROP)  
Ventura College

**EMPLOYMENT INTERVIEWERS-PRIVATE OR PUBLIC EMPLOYMENT SERVICE (215080)**

Learning Tree University  
Technology Development Center Division of Ventura Adult School (VUSD)  
University of California Santa Barbara (UCSB), Ventura Extension  
Ventura College

**FILE CLERKS (553210)**

Academy Education Services  
Center for Employment Training  
Goodwill Industries of Ventura and Santa Barbara  
Simi Valley Adult School & Career Institute  
Technology Development Center Division of Ventura Adult School (VUSD)

**FINANCIAL MANAGERS (130020)**

California Lutheran University  
California State University Northridge (CSUN) at Channel Islands  
Learning Tree University  
Moorpark College  
Oxnard College  
University of California Santa Barbara (UCSB), Ventura Extension  
University of LaVerne  
Ventura College

**GENERAL MANAGERS AND TOP EXECUTIVES (190050)**

California Lutheran University  
California State University Northridge (CSUN) at Channel Islands  
Consortium for Advanced Technical Education (CATE) - Distance Learning  
Learning Tree University  
Leslie Hammett & Associates  
Oxnard College  
Pepperdine University-Ventura County Center – MBA  
University of California Santa Barbara (UCSB), Ventura Extension  
University of LaVerne  
Ventura College

**GROCERY CHECKERS (211462999)**

Goodwill Industries of Ventura and Santa Barbara Counties

**HAIRDRESSER AND COSMETOLOGISTS (680050)**

Hollywood Film School  
Lu Ross Academy of Hair Design  
Modern Beauty Academy  
Simi Valley Adult School & Career Institute

**HANDPACKERS AND PACKAGERS (989020) — None**

**HEATING, AIR CONDITIONING, AND REFRIGERATION MECHANICS AND INSTALLERS (859020)**

Oxnard Adult School  
Oxnard College  
Sheet Metal Workers Joint Apprenticeship Committee  
Ventura College

**HOME HEALTH AIDES (660110)**

Oxnard Adult School  
Simi Valley Adult School  
Ventura College  
Ventura County Regional Occupational Program

**HOTEL DESK CLERKS (538080)**

Oxnard College

**INDUSTRIAL PRODUCTION MANAGERS (150140)**

Consortium for Advanced & Technical Education  
Learning Tree University  
Oxnard College  
Technology Development Center  
University of California Santa Barbara (UCSB), Ventura Extension  
University of La Verne – Ventura & Point Mugu  
Ventura College



## VENTURA COUNTY TRAINING PROVIDERS – *By Occupation (continued)*

### INSTRUCTIONAL AIDES (315211)

Moorpark College  
Oxnard College  
Simi Valley Adult School & Career Institute  
Ventura College  
Ventura County Regional Occupational Program (ROP)

### INSURANCE ADJUSTERS, EXAMINERS AND INVESTIGATORS (533020) – None

### INSURANCE UNDERWRITERS (211020) – None

### INTERNET WEB SITE DESIGNERS/DEVELOPERS (WEBMASTERS) (031064999)

Computer Idiot Technology Services  
Conejo Valley Adult Education  
Internet Education Centers  
Learning Tree University  
Moorpark College  
New Horizons Computer Learning Centers of Oxnard/Thousand Oaks  
Ojai Digital Arts Center  
Simi Valley Adult School & Career Institute  
Technology Development Center Division of Ventura Adult Education (VUSD)  
University of California Santa Barbara (UCSB), Ventura Extension

### JANITORS AND CLEANERS – EXCEPT MAIDS AND HOUSEKEEPING CLEANERS (670050) – None

### LANDSCAPE ARCHITECTS (223080) – None

### LIBRARIANS – PROFESSIONAL (315020)

Azusa Pacific University  
California Lutheran University  
California State University Northridge (CSUN) at Channel Islands  
Pepperdine University - Ventura County Center

### LOAN OFFICERS AND COUNSELORS (211080) – None

### LODGING MANAGERS (150262)

Oxnard College

### MACHINISTS (891080)

Center for Employment Training  
Simi Valley Adult School & Career Institute  
Ventura College

### MEDICAL RECORDS TECHNICIANS (329110)

Conejo Valley Adult Education  
Medical Career Services  
Oxnard Adult School  
Simi Valley Adult School & Career Institute  
Technology Development Center Division of Ventura Adult Education (VUSD)

### NURSE AIDES (660080)

Medical Career Services  
Moorpark College  
Oxnard Adult School  
Simi Valley Adult School & Career Institute  
Ventura College  
Ventura County Regional Occupational Program (ROP)

### OCCUPATIONAL THERAPISTS (323050) – None

### PERSONNEL, TRAINING, AND LABOR RELATIONS MANAGERS (130050)

California Lutheran University  
California State University Northridge (CSUN) at Channel Islands  
Learning Tree University  
Technology Development Center Division of Ventura Adult School (VUSD)  
University of California Santa Barbara (UCSB), Ventura Extension  
University of LaVerne  
Ventura College

### PHARMACISTS (325170) – None

### PHARMACY TECHNICIANS (325180)

Conejo Valley Adult Education  
Moorpark College  
Simi Valley Adult School & Career Institute  
Technology Development Center Division of Ventura Adult School (VUSD)

### PLUMBERS, PIPEFITTERS, AND STEAMFITTERS (875020)

Oxnard Adult School  
Ventura College  
Ventura County Building and Construction Trades Council, AFL-CIO

### PRINTING PRESS OPERATORS AND TENDERS (925430) – None

### PROPERTY AND REAL ESTATE MANAGERS AND ADMINISTRATORS (150110)

Center for Employment Training  
Executive Programs  
Superior Technical Institute

### PURCHASING AGENTS – EXCEPT WHOLESALE, RETAIL AND FARM (213080)

California State University Northridge (CSUN) at Channel Islands  
California Lutheran University  
Learning Tree University

### QUALITY ASSURANCE MANAGERS (169167995)

Learning Tree University  
University of California Santa Barbara (UCSB), Ventura Extension

### RADIOLOGIC TECHNOLOGISTS (329190)

Moorpark College  
Simi Valley Adult School & Career Institute



**RECEPTIONISTS AND INFORMATION CLERKS (553050)**

Center for Employment Training  
Goodwill Industries of Ventura and Santa Barbara Counties  
Simi Valley Adult School & Career Institute  
Technology Development Center Division of Ventura Adult School (VUSD)

**RECREATION WORKERS (273110)**

American Red Cross  
California Vocational College  
Moorpark College  
Simi Valley Adult School  
Ventura College

**REGISTERED NURSES (325020)**

California State University Northridge (CSUN) at Channel Islands  
Moorpark College  
Ventura College

**SALES REPRESENTATIVES, SCIENTIFIC AND RELATED PRODUCTS AND SERVICES – EXCEPT RETAIL (490050)**

California Lutheran University  
Learning Tree University  
Oxnard College  
Technology Development Center Division of Ventura Adult School (VUSD)

**SALESPERSONS – RETAIL (EXCEPT VEHICLE SALES) (490112)**

EZ Success  
Goodwill Industries of Ventura/Santa Barbara Counties  
Moorpark College  
Oxnard College  
Technology Development Center Division of Ventura Adult School (VUSD)  
Ventura College

**SECRETARIES, EXCEPT LEGAL AND MEDICAL (551080)**

Conejo Valley Adult Education  
Moorpark College  
Oxnard College  
Simi Valley Adult School & Career Institute  
Technology Development Center Division of Ventura Adult School (VUSD)  
Ventura College

**SOCIAL WORKERS – EXCEPT MEDICAL AND PSYCHIATRIC (273050)**

California State University Channel Islands (CSUCI)  
California State University Northridge (CSUN) at Channel Islands  
Moorpark College  
Oxnard College  
University of California Santa Barbara (UCSB), Ventura Extension  
Ventura College

**STOCK CLERKS – SALES FLOOR**

Goodwill Industries of Ventura/Santa Barbara Counties

**SYSTEMS ANALYSTS – ELECTRONIC DATA PROCESSING (251020)**

California Lutheran University  
CompUSA Technology Training  
Consortium for Advanced and Technical Education – Distance Learning  
Internet Education Center  
Learning Tree University  
Moorpark College  
New Horizons Computer Learning Center of Oxnard/Thousand Oaks  
University of California Santa Barbara (UCSB), Ventura Extension

**TEACHERS, PRESCHOOL (313030)**

California Vocational College  
Moorpark College  
Simi Valley Adult School and Career Center

**TEACHER – SECONDARY SCHOOL (313080)**

Azusa Pacific University  
California Lutheran University  
California State University Northridge (CSUN) at Channel Islands  
Pepperdine University - Ventura County Center

**TEACHERS – SPECIAL EDUCATION (313110)**

Azusa Pacific University  
California Lutheran University  
California State University Northridge (CSUN) at Channel Islands

**TECHNICAL WRITER (340050)**

Schools that offer classes in journalism, word processing, desktop publishing, or industry related training.

**TOOL AND DIE MAKERS (891020)**

Center for Employment Training  
Simi Valley Adult School  
Ventura College

**TRAFFIC, SHIPPING, AND RECEIVING CLERKS (580280)**  
None

**TRUCK DRIVERS, LIGHT – INCLUDE DELIVERY AND ROUTE WORKERS (971050)**

Professional Driver Training Schools, Ventura

**VETERINARY ASSISTANTS (798060)**

Moorpark College

**VOCATIONAL AND EDUCATIONAL COUNSELORS (315140)**

Azusa Pacific University  
California Lutheran University  
California State University – Channel Islands  
California State University Northridge (CSUN) at Channel Islands

**WAITERS AND WAITRESSES (650080) — None**

**OCCUPATIONS WITH THE GREATEST ABSOLUTE JOB GROWTH\***  
**VENTURA COUNTY 1997 – 2004**

RANK	ANNUAL AVERAGES		ABSOLUTE CHANGE	PERCENT CHANGE
	1997	2004		
1 General Managers and Top Executives	6,990	8,170	1,180	16.9%
2 Salespersons, Retail	8,060	9,210	1,150	14.3%
3 Teachers - Elementary School	4,560	5,510	950	20.8%
4 Cashiers	5,950	6,760	810	13.6%
5 Teachers Aides - Paraprofessional	1,680	2,430	750	44.6%
6 Teachers - Secondary School	2,390	3,120	730	30.5%
7 Carpenters	1,600	2,250	650	40.6%
8 Hand Packers and Packagers	1,900	2,540	640	33.7%
9 Assemblers and Fabricators - ex. Machine/Electrical/Electronic/Prec	3,000	3,610	610	20.3%
10 Receptionists and Information Clerks	2,840	3,420	580	20.4%
11 Laborers, Landscaping and Groundskeeping	3,530	4,060	530	15.0%
12 Teachers' Aides and Educational Assistants - Clerical	1,060	1,570	510	48.1%
13 Child Care Workers	1,410	1,910	500	35.5%
14 Truck Drivers, Light	2,140	2,610	470	22.0%
15 Computer Engineers	680	1,130	450	66.2%
16 Electrical and Electronic Engineers	2,490	2,900	410	16.5%
17 Instructors and Coaches - Sports and Physical Training	1,310	1,710	400	30.5%
18 Janitors and Cleaners - except Maids & Housekeeping Cleaners	3,380	3,770	390	11.5%
19 General Office Clerks	6,870	7,240	370	5.4%
20 Adjustment Clerks	520	870	350	67.3%
21 Packaging, Filling Machine Operators, Tenders	500	850	350	70.0%
22 Maintenance Repairers - General Utility	1,730	2,070	340	19.7%
23 Teachers - Special Education	560	890	330	58.9%
24 First-line Supervisor/Manager - Production	1,060	1,390	330	31.1%
25 Food Preparation Workers	2,610	2,930	320	12.3%
26 Stock Clerks - Stockroom, Warehouse and Storage Yard	2,050	2,360	310	15.1%
27 Guards and Watch Guard	1,100	1,410	310	28.2%
28 Combined Food Preparation and Service Workers	4,210	4,520	310	7.4%
29 Systems Analysts - Electronic Data Processing	710	1,010	300	42.3%
30 Traffic, Shipping and Receiving Clerks	2,090	2,390	300	14.4%
31 Marketing, Advertising, and Public Relations Managers	1,030	1,320	290	28.2%
32 Engineering, Mathematical, and Nature Science Managers	910	1,200	290	31.9%
33 Sales Representatives, Scientific and Related Products Services	680	970	290	42.6%
34 Numerical Machine Tool Operators - Metal, Plastic	340	620	280	82.4%
35 Registered Nurses	3,060	3,330	270	8.8%
36 Painters, Paperhangers - Construction	700	970	270	38.6%
37 Financial Managers	1,340	1,600	260	19.4%
38 Sales Representatives, Non-Scientific except Retail	1,580	1,840	260	16.5%
39 Telemarketers, Solicitors & Related	940	1,200	260	27.7%
40 Computer Support Specialists	650	900	250	38.5%
41 Order Clerks - Materials, Merchandise and Services	960	1,210	250	26.0%
42 Electrical and Electronic Assemblers	1,260	1,490	230	18.3%
43 Counter and Rental Clerks	890	1,110	220	24.7%
44 Secretaries, General	4,550	4,770	220	4.8%
45 Instructors -- Non-Vocational Education	470	680	210	44.7%
46 Waiters and Waitresses	3,740	3,950	210	5.6%
47 Nurse Aides, Orderlies, Attendants	2,180	2,390	210	9.6%
48 Automotive Mechanics	1,630	1,830	200	12.3%
49 Operating Engineers	500	700	200	40.0%
50 Human Services Workers	270	460	190	70.4%

\*Excludes NEC (Not Elsewhere Classified) categories and occupations with employment of less than 400 in 2004.

**OCCUPATIONS WITH THE FASTEST JOB GROWTH\***  
**VENTURA COUNTY 1997 – 2004**

<b>RANK</b>	<b>ANNUAL AVERAGES</b>		<b>ABSOLUTE</b>	<b>PERCENT</b>
	<b>1997</b>	<b>2004</b>	<b>CHANGE</b>	<b>CHANGE</b>
1 Industrial Engineering Technicians	60	240	180	300.0%
2 Chemists, except Biochemists	90	270	180	200.0%
3 Numerical Machine Tool Operators - Metal, Plastic	340	620	280	82.4%
4 Human Services Workers	270	460	190	70.4%
5 Packaging, Filling Machine Operators, Tenders	500	850	350	70.0%
6 Adjustment Clerks	520	870	350	67.3%
7 Computer Engineers	680	1,130	450	66.2%
8 Insurance Adjusters, Examiners, Investigators	250	400	150	60.0%
9 Teachers - Special Education	560	890	330	58.9%
10 Emergency Medical Technicians	140	220	80	57.1%
11 Recreation Workers	300	460	160	53.3%
12 Paralegal Personnel	160	240	80	50.0%
13 Teachers' Aides and Educational Assistants - Clerical	1,060	1,570	510	48.1%
14 Insurance Claims Clerks	210	310	100	47.6%
15 Helpers - Carpenters and Related	360	530	170	47.2%
16 Electric Powerline Installers	150	220	70	46.7%
17 Paving, Tamping-Equipment Operators	150	220	70	46.7%
18 Insurance Policy Processing Clerks	280	410	130	46.4%
19 Instructors, Non-Vocational Education	470	680	210	44.7%
20 Teachers Aides, Paraprofessional	1,680	2,430	750	44.6%
21 Construction Managers	320	460	140	43.8%
22 Data Base Administrators	160	230	70	43.8%
23 Speech Pathologists, Audiologists	140	200	60	42.9%
24 Helpers, Brick, Stone Masons	140	200	60	42.9%
25 Sales Representatives, Scientific - except Retail	680	970	290	42.6%
26 Systems Analysts - Electronic Data Processing	710	1,010	300	42.3%
27 Brick Masons	190	270	80	42.1%
28 Interior Designers	220	310	90	40.9%
29 Carpenters	1,600	2,250	650	40.6%
30 Operating Engineers	500	700	200	40.0%
31 Home Health Care Workers	350	490	140	40.0%
32 Excavating, Loading Machine Operators	200	280	80	40.0%
33 Painters, Paperhangers - Construction	700	970	270	38.6%
34 Computer Support Specialists	650	900	250	38.5%
35 Drywall Installers	320	440	120	37.5%
36 Concrete and Terrazzo Finishers	240	330	90	37.5%
37 Hard Tile Setters	160	220	60	37.5%
38 Heating, AC, Refrigeration Mechanics	350	480	130	37.1%
39 Roofers	220	300	80	36.4%
40 Demonstrators and Promoters	250	340	90	36.0%
41 Child Care Workers	1,410	1,910	500	35.5%
42 Music Directors, Singers, Composers	170	230	60	35.3%
43 Sales Agents - Financial Services	460	620	160	34.8%
44 Data Processing Equipment Repairers	230	310	80	34.8%
45 Tapers	230	310	80	34.8%
46 Customer Service Representative - Utilities	500	670	170	34.0%
47 Hand Packers and Packagers	1,900	2,540	640	33.7%
48 Telephone, Cable TV Installers	240	320	80	33.3%
49 Respiratory Care Practitioners	150	200	50	33.3%
50 Pest Controllers and Assistants	150	200	50	33.3%

\*Excludes NEC (Not Elsewhere Classified) categories and occupations with employment of less than 400 in 2004.

## *Industry Trends and Outlook, Ventura County 1997-2004*

**Ventura County** is projected to gain 41,100 non-farm wage and salary jobs and report an overall growth rate of 16.9 percent during the seven-year forecast period of 1997 through 2004. During the previous seven-year period, 1990 to 1997, wage and salary employment increased by 12,400 jobs, representing a growth rate of 5.4 percent. Significant employment gains will continue through the current forecast period with non-farm employment expanding from 242,700 jobs in 1997 to 283,800 jobs by 2004. All industry divisions except mining will add jobs. Industry segments that will experience the greatest numerical increases in jobs include services and manufacturing while the largest expected percentage increase in job growth include construction and manufacturing.

The **services** division will continue to be the largest industry in Ventura County, accounting for nearly one-third of all wage and salary jobs. Climbing to 84,100 jobs by 2004, it is projected to add 11,700 jobs. Within this division, the business services sector will have the fastest rate of growth at 32.8 percent and will add 6,600 jobs. Growth in this sector reflects the continuing trend of companies to contract out functions such as security, building maintenance, credit/collections, advertising, marketing and public relations, and most notably staffing and personnel supply. While companies in many industries find saving and convenience by using contract employees, this has the effect of boosting employment totals in the business services sector rather than in the industry where other workers are performing the same kind of jobs. By 2004, employment agencies and temporary help firms will account for over 12,000 jobs, or 45.5 percent of the total jobs in business services (26,700 jobs). Other business services projected to see significant growth include the increasingly important computer support functions. There will be a 36.4 percent growth in the fields of computer programming, data processing, integrated systems design, computer maintenance and repair, and the development and production of software.

**Construction** will be the fastest growing industry division in Ventura County, with employment levels growing at a 40.5 percent growth rate over the seven-year period. Following a sharp decline during the early years of the decade, construction has been on the rebound. Standing at 9,100 jobs in 1993, construction has steadily increased, reaching 11,100 jobs by 1997. It is estimated that construction will continue to grow, adding 4,500 jobs over the forecast period, to reach 15,600 jobs by 2004. If this projection is realized, construction will have surpassed its previous peak of 14,600 jobs set in 1989.

After showing two years of recovery from a low in 1995 of 29,600 jobs, **manufacturing** stood at 32,800 jobs in 1997. It will continue to make steady gains in employment over the seven-year forecast period with a growth rate of 34.8 percent. The fourth largest industry division in Ventura County, manufacturing is projected to reach 44,200 jobs by 2004. The manufacturing division is expected to be second only to services in providing increased employment opportunities. Within the manufacturing industry, durable goods manufacturing will add 4,400 jobs, while nondurable goods will add 6,900 jobs.

The **transportation** and public utilities division is expected to grow 18.6 percent during the forecast period. Standing at 9,700 jobs in 1997, it is projected to add 1,800 jobs by 2004. Of the 11,500 anticipated jobs in the year 2004, roughly half are estimated to be in the transportation segment (5,700) and about half in the communications and public utilities segment (5,800).

Over the previous seven-year period, transportation was relatively stable, at 4,600 jobs in 1990 and 4,700 jobs in 1997, while the communication and public utilities segment declined from 7,200 jobs in 1990 to 5,000 jobs in 1997. During the next seven-year period, transportation will add 1,000 jobs and post a growth of 21.3 percent, and communication will rebound from its decline, adding 800 jobs, or 16.0 percent above 1997 employment.

The **finance, insurance and real estate division** stood at 12,600 jobs in 1997. The projection is for a 15.9 percent rate of growth, and the addition of 2,000 jobs. While a growing population and expanding commercial activity increase potential demand, technological improvements, automation and corporate consolidation are expected to moderate growth.

**Government** will grow at a 10.9 percent rate during the forecast period to reach 48,000 jobs. The government sector is estimated to add 4,700 jobs by 2004, but all of the gain will be due to higher employment levels in education, while federal and state government, other than education, will decline. Most of the gains in the government division will have been achieved early in the seven-year projection period, concurrent with the hiring of teachers and support staff to meet the mandates of legislation to reduce class size. After 1999 the growth rate will be moderate, with more gradual increases in education payrolls reflecting general population growth and the development of a state university campus within the county. The government sector has always been significant in Ventura County and will continue to be the third largest industry.

The employment configuration within government has changed over the decade. In 1991, federal jobs related to military bases and Department of Defense jobs accounted for over one-fifth (about 21 percent) of all government employment, while local education made up just over one-third (36.3 percent). Due to losses in civilian employment (as a result of the contraction and consolidation of the county's military bases during the 1990's) defense related jobs were only about 15 percent of government payrolls in 1998, while education accounted for about 43 percent. This trend is expected to continue, and by the year 2004, jobs connected with education will account for nearly one-half of all government employment.

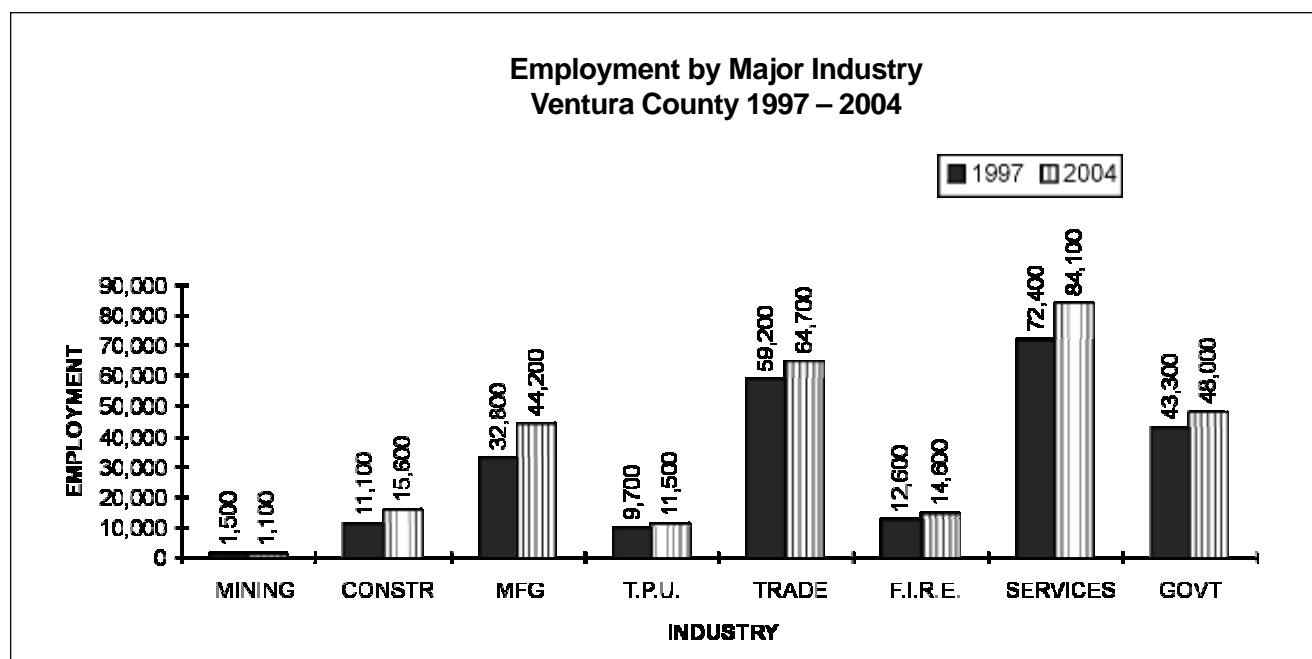
The **trade** division is the second largest industry in Ventura County, with 59,200 jobs in 1997. Trade is expected to add 5,500 additional jobs by 2004, posting a 9.3 percent rate of growth. While still a growth industry, trade has added jobs slowly throughout the decade. At 57,700 jobs in 1990, trade added only 1,500 jobs during the previous seven-year period. Trade will provide a total of 64,700 jobs in 2004, second only to the services division. Retail trade accounts for most of the employment within the trade division, 51,300 jobs. Of the 5,500 jobs added, retail trade will account for 4,600. Wholesale trade will add 900 jobs, growing from 12,500 jobs in 1997 to 13,400 jobs by 2004.

The only industry to post a loss during the seven-year forecast period is the mining division, which has been steadily declining since 1983. Standing at 1,500 jobs in 1997, mining will lose another 400 jobs, to fall to 1,100 jobs by 2004.

**Employment by Major Industry (1)**  
**1997 – 2004 Annual Averages**  
**VENTURA COUNTY**

INDUSTRY	1997 (2)	PERCENT OF TOTAL	2004	PERCENT OF TOTAL
<b>TOTAL NONFARM</b>	<b>242,700</b>	<b>100.0%</b>	<b>283,800</b>	<b>100.0%</b>
MINING	1,500	0.6%	1,100	0.4%
CONSTRUCTION	11,100	4.6%	15,600	5.5%
MANUFACTURING	32,800	13.5%	44,200	15.6%
TRANSPORTATION & PUBLIC UTILITIES	9,700	4.0%	11,500	4.1%
TRADE	59,200	24.4%	64,700	22.8%
FINANCE, INSURANCE, & REAL ESTATE	12,600	5.2%	14,600	5.1%
SERVICES	72,400	29.8%	84,100	29.6%
GOVERNMENT	43,300	17.8%	48,000	16.9%

- (1) Employment and projections contained in these tables are considered estimates. Employment is reported by place of work and excludes self-employed persons, unpaid family workers, domestics, volunteers, and those involved in labor-management trade disputes. These data are based on 1987 Standard Industrial Classifications. Annual average industry detail may not add up to totals due to independent rounding. Government data include all civilian government employees regardless of the activities in which they are engaged.
- (2) March 1998 benchmark







**Please return completed questionnaire to:**  
 County of Ventura Workforce Development Division, CCOIS  
 505 Poli Street Phone: (805) 652-7892  
 Ventura, CA 93001 Fax: (805) 652-7842

**ALL RESPONSES ARE KEPT STRICTLY CONFIDENTIAL**  
**Whom should we contact with any further questions?**

Name: \_\_\_\_\_  
 Positions: \_\_\_\_\_  
 Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

## TEACHERS, PRESCHOOL (313021)

Preschool Teachers instruct children (normally up to 5 years of age) in activities designed to promote social, physical, and intellectual growth needed for primary school in preschool, day care center, or other child development facility. May be required to hold State certification.

Does your firm employ any individual performing the duties in the occupation described above? ☐ Yes ☐ No

If **yes**, please complete this survey for the occupation described.

If **no**, please return this questionnaire to the above address.

If your firm has multiple locations, please confine your answers to locations in Ventura County.

1. What job title(s) does your firm use for these duties? \_\_\_\_\_

2a. How many employees does your firm currently have in this occupation? \_\_\_\_\_

2b. In this occupation, how many are: Male? \_\_\_\_\_ Female? \_\_\_\_\_

2c. In this occupation, how many current employees are there; and, on average, how many weekly hours do they work?

Regular, Full Time: \_\_\_\_\_ Average Weekly Hours Worked: \_\_\_\_\_

Regular, Part Time: \_\_\_\_\_ Average Weekly Hours Worked: \_\_\_\_\_

Temporary/On Call: \_\_\_\_\_ Average Weekly Hours Worked: \_\_\_\_\_

Seasonal: \_\_\_\_\_ Average Weekly Hours Worked: \_\_\_\_\_

3. In your firm, what shifts are available for this occupation? (check all that apply)

☐ Day ☐ Swing ☐ Graveyard ☐ Other (Please specify): \_\_\_\_\_

4. Has your firm hired in this occupation within the last 12 months? ☐ Yes ☐ No

If yes, How many were hired to fill vacancies resulting from promotions within your firm? \_\_\_\_\_

How many were hired to fill vacancies resulting from people in permanent positions leaving your firm? \_\_\_\_\_

How many were hired to fill new permanent positions resulting from growth? \_\_\_\_\_

How many were hired to fill temporary, on call or seasonal positions? \_\_\_\_\_

5a. During the last 12 months, did your firm's employment in this occupation: (Check one)

☐ Decline ☐ Remain Stable ☐ Grow

5b. Over the next 24 months, do you expect your firm's employment in this occupation to: (Check one)

☐ Decline ☐ Remain Stable ☐ Grow

6. When you hire applicants for this occupation, is prior experience in this occupation required?

☐ Yes ☐ No ☐ Not required, but preferred

If yes or preferred, how much experience in this occupation is required/preferred? \_\_\_\_\_ (months)

Is experience in other occupations accepted? ☐ Yes ☐ No

If yes, please specify: Occupation: \_\_\_\_\_ months \_\_\_\_\_

7. If prior experience is required when you hire applicants for this occupation, please indicate how difficult it is for your firm to find fully qualified applicants.

(Circle one) Not Difficult = 1 2 3 4 = Difficult

8. If prior experience is not required when you hire applicants for this occupation, please indicate how difficult it is for your firm to find qualified applicants.

(Circle one) Not Difficult = 1 2 3 4 = Difficult

9. Does your firm accept training as a substitute for experience in this occupation? ☐ Yes ☐ No

If yes, how many months of training can generally be substituted? \_\_\_\_\_ (months)

10. Is technical or vocational training required prior to employment in this occupation?

☐ Yes ☐ No ☐ Not required, but preferred

If yes or preferred, what kind of training is required/preferred? \_\_\_\_\_ months \_\_\_\_\_



11. What is the minimum level of education your firm requires when hiring an applicant in this occupation? (Check one).

- ☐ Less than high school diploma      ☐ High school diploma or equivalent  
☐ Associate Degree (2 year)      ☐ Bachelor Degree (4 year)      ☐ Graduate Study

12a. What is the usual income earned by your firm's employees in this occupation at the following levels of skill and experience?

Base Wage or Salary

New hires, no experience (trained or untrained): \$ \_\_\_\_\_

New hires who are experienced: \$ \_\_\_\_\_

Experienced employees after 3 years: \$ \_\_\_\_\_

Please check one: ☐ Hour ☐ Week ☐ Month ☐ Year

12b. For other compensation, if applicable, please indicate the average overall earnings and types(s) of compensation.

New hires, no experience (trained or untrained): \$ \_\_\_\_\_

New hires who are experienced: \$ \_\_\_\_\_

Experienced employees after 3 years: \$ \_\_\_\_\_

Please check one: ☐ Hour ☐ Week ☐ Month ☐ Year

Type of Compensation: ☐ Commission ☐ Tips ☐ Bonus ☐ Piece Rate ☐ Other (Please specify): \_\_\_\_\_

13. Are the wages for employees in this occupation subject to a collective bargaining or union agreement?

- ☐ Yes ☐ No If yes, what is the name of the union or local number? \_\_\_\_\_

14. Please check which benefits your firm offers full-time (FT) and part-time (PT) employees in this occupation and which best describes who pays for them:

	Employer Pays All		Share Cost		Employee Pays All		Not Provided	
	FT	PT	FT	PT	FT	PT	FT	PT
Medical Insurance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dental Insurance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vision Insurance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Life Insurance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sick Leave	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vacation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Retirement Plan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Child Care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (Please Specify):	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

15a. Does your firm ever promote employees in this occupation to higher level positions? ☐ Yes ☐ No

If yes, what are the titles of the positions to which they may be promoted?

15b. What skills are important for career advancement?

16. What computer software skills, if any, does your firm seek in applicants for this occupation? (Check all that apply)

- ☐ None ☐ Word Processing ☐ Spreadsheet ☐ Database ☐ Desktop Publishing ☐ Other (Please specify): \_\_\_\_\_  
 Specify Software \_\_\_\_\_

17. What other new skills are needed to perform the duties of this occupation? (Please include any that are not listed in question 21)

18. When your firm hires employees for this occupation, which are the top three most successful recruitment methods?

- ☐ In-house promotions or transfers      ☐ Newspaper ads      ☐ Internet  
☐ EDD      ☐ Walk-in applicants      ☐ Colleges/Universities  
☐ School/program referrals      ☐ Union hall referrals      ☐ Employee referrals  
☐ Private employment agencies      ☐ Trade journals      ☐ Other (Please specify): \_\_\_\_\_

19. Are you aware of any new, changing, or emerging occupations in your industry? ☐ Yes ☐ No

If yes, please specify: \_\_\_\_\_

20. Would you like to receive a complimentary copy of the survey results for this occupation? ☐ Yes ☐ No



*(Inside back cover)*

Updated and  
expanded for 2001

A product of the  
CALIFORNIA COOPERATIVE  
OCCUPATIONAL INFORMATION SYSTEM,  
the most comprehensive source  
of *local* occupational information available.

*"Thank you for this outstanding resource. I am impressed with the contents, format and multitude of ways the directory can be utilized. The text will be used as a teaching tool in a Master's class at California Lutheran University to train potential counselors in how to use this excellent handbook."*

Dr. Karen Gorback, Ventura College

*"The Ventura County Occupational Outlook possesses three qualities that are especially attractive to our local offices: local market information focus; strong partnerships which strengthen the quality of the product and its legitimacy; the vocations evaluated are selected in part with community input, resulting in a product that contains information relevant to our needs."*

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Member of the Workforce Investment Board

*"Counselors and Career Center staff frequently use the Report to advise students and assist them in researching information about careers they are interested in pursuing."*

Sondra Jones, Director Adult Education, Simi Valley Unified School District

*"Every month I receive several inquiries from local businesses or companies wanting to relocate requesting information on salary ranges and other supportive benefits. As you might suspect, the Occupational Outlook is a very valuable tool for my work as an economic development professional."*

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